

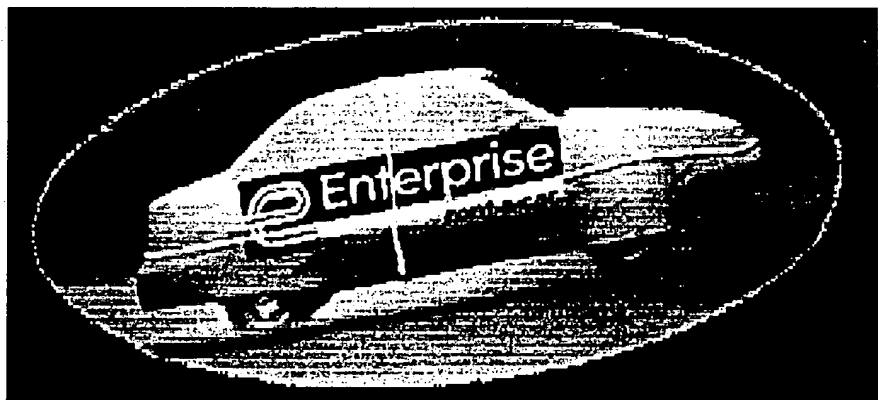


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08/18/00

Enterprise **C**omputer **A**ssisted **R**ental **S**ystem **Workbook**



09/97

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TABLE OF CONTENTS

Introduction

Page II

A brief overview of the ECARS Workbook and Training System. Outlines functions that will be discussed within the workbook.

Getting Started

Page III

Sign On Procedures, Key Strokes, General Facts about RALPH, ECARS Training Menu.

Exercises

Exercise 1	Reservations	Page 1-1
Exercise 2	Open a Ticket - Calendar Day	Page 2-1
Exercise 3	Open a Ticket - 24 Hour	Page 3-1
Exercise 4	Specials	Page 4-1
Exercise 5	Open Ticket Cross Reference	Page 5-1
Exercise 6	Correct a Ticket	Page 6-1
Exercise 7	Switching Units/Changing Rates	Page 7-1
Exercise 8	Callbacks	Page 8-1
Exercise 9	Closing a Ticket	Page 9-1
Exercise 10	Cash Management	Page 10-1

Error Messages

Page VIII

The most commonly seen error messages will be discussed along with corrective actions.

1. *Chlorophyll a* (mg/g) 1.2 1.5 1.8 2.1 2.4 2.7 3.0 3.3 3.6 3.9 4.2 4.5 4.8 5.1 5.4 5.7 6.0 6.3 6.6 6.9 7.2 7.5 7.8 8.1 8.4 8.7 9.0 9.3 9.6 9.9 10.2 10.5 10.8 11.1 11.4 11.7 12.0 12.3 12.6 12.9 13.2 13.5 13.8 14.1 14.4 14.7 15.0 15.3 15.6 15.9 16.2 16.5 16.8 17.1 17.4 17.7 18.0 18.3 18.6 18.9 19.2 19.5 19.8 20.1 20.4 20.7 21.0 21.3 21.6 21.9 22.2 22.5 22.8 23.1 23.4 23.7 24.0 24.3 24.6 24.9 25.2 25.5 25.8 26.1 26.4 26.7 27.0 27.3 27.6 27.9 28.2 28.5 28.8 29.1 29.4 29.7 30.0 30.3 30.6 30.9 31.2 31.5 31.8 32.1 32.4 32.7 33.0 33.3 33.6 33.9 34.2 34.5 34.8 35.1 35.4 35.7 36.0 36.3 36.6 36.9 37.2 37.5 37.8 38.1 38.4 38.7 39.0 39.3 39.6 39.9 40.2 40.5 40.8 41.1 41.4 41.7 42.0 42.3 42.6 42.9 43.2 43.5 43.8 44.1 44.4 44.7 45.0 45.3 45.6 45.9 46.2 46.5 46.8 47.1 47.4 47.7 48.0 48.3 48.6 48.9 49.2 49.5 49.8 50.1 50.4 50.7 51.0 51.3 51.6 51.9 52.2 52.5 52.8 53.1 53.4 53.7 54.0 54.3 54.6 54.9 55.2 55.5 55.8 56.1 56.4 56.7 57.0 57.3 57.6 57.9 58.2 58.5 58.8 59.1 59.4 59.7 60.0 60.3 60.6 60.9 61.2 61.5 61.8 62.1 62.4 62.7 63.0 63.3 63.6 63.9 64.2 64.5 64.8 65.1 65.4 65.7 66.0 66.3 66.6 66.9 67.2 67.5 67.8 68.1 68.4 68.7 69.0 69.3 69.6 69.9 70.2 70.5 70.8 71.1 71.4 71.7 72.0 72.3 72.6 72.9 73.2 73.5 73.8 74.1 74.4 74.7 75.0 75.3 75.6 75.9 76.2 76.5 76.8 77.1 77.4 77.7 78.0 78.3 78.6 78.9 79.2 79.5 79.8 80.1 80.4 80.7 81.0 81.3 81.6 81.9 82.2 82.5 82.8 83.1 83.4 83.7 84.0 84.3 84.6 84.9 85.2 85.5 85.8 86.1 86.4 86.7 87.0 87.3 87.6 87.9 88.2 88.5 88.8 89.1 89.4 89.7 90.0 90.3 90.6 90.9 91.2 91.5 91.8 92.1 92.4 92.7 93.0 93.3 93.6 93.9 94.2 94.5 94.8 95.1 95.4 95.7 96.0 96.3 96.6 96.9 97.2 97.5 97.8 98.1 98.4 98.7 99.0 99.3 99.6 99.9 100.2 100.5 100.8 101.1 101.4 101.7 102.0 102.3 102.6 102.9 103.2 103.5 103.8 104.1 104.4 104.7 105.0 105.3 105.6 105.9 106.2 106.5 106.8 107.1 107.4 107.7 108.0 108.3 108.6 108.9 109.2 109.5 109.8 110.1 110.4 110.7 111.0 111.3 111.6 111.9 112.2 112.5 112.8 113.1 113.4 113.7 114.0 114.3 114.6 114.9 115.2 115.5 115.8 116.1 116.4 116.7 117.0 117.3 117.6 117.9 118.2 118.5 118.8 119.1 119.4 119.7 120.0 120.3 120.6 120.9 121.2 121.5 121.8 122.1 122.4 122.7 123.0 123.3 123.6 123.9 124.2 124.5 124.8 125.1 125.4 125.7 126.0 126.3 126.6 126.9 127.2 127.5 127.8 128.1 128.4 128.7 129.0 129.3 129.6 129.9 130.2 130.5 130.8 131.1 131.4 131.7 132.0 132.3 132.6 132.9 133.2 133.5 133.8 134.1 134.4 134.7 135.0 135.3 135.6 135.9 136.2 136.5 136.8 137.1 137.4 137.7 138.0 138.3 138.6 138.9 139.2 139.5 139.8 140.1 140.4 140.7 141.0 141.3 141.6 141.9 142.2 142.5 142.8 143.1 143.4 143.7 144.0 144.3 144.6 144.9 145.2 145.5 145.8 146.1 146.4 146.7 147.0 147.3 147.6 147.9 148.2 148.5 148.8 149.1 149.4 149.7 150.0 150.3 150.6 150.9 151.2 151.5 151.8 152.1 152.4 152.7 153.0 153.3 153.6 153.9 154.2 154.5 154.8 155.1 155.4 155.7 156.0 156.3 156.6 156.9 157.2 157.5 157.8 158.1 158.4 158.7 159.0 159.3 159.6 159.9 160.2 160.5 160.8 161.1 161.4 161.7 162.0 162.3 162.6 162.9 163.2 163.5 163.8 164.1 164.4 164.7 165.0 165.3 165.6 165.9 166.2 166.5 166.8 167.1 167.4 167.7 168.0 168.3 168.6 168.9 169.2 169.5 169.8 170.1 170.4 170.7 171.0 171.3 171.6 171.9 172.2 172.5 172.8 173.1 173.4 173.7 174.0 174.3 174.6 174.9 175.2 175.5 175.8 176.1 176.4 176.7 177.0 177.3 177.6 177.9 178.2 178.5 178.8 179.1 179.4 179.7 180.0 180.3 180.6 180.9 181.2 181.5 181.8 182.1 182.4 182.7 183.0 183.3 183.6 183.9 184.2 184.5 184.8 185.1 185.4 185.7 186.0 186.3 186.6 186.9 187.2 187.5 187.8 188.1 188.4 188.7 189.0 189.3 189.6 189.9 190.2 190.5 190.8 191.1 191.4 191.7 192.0 192.3 192.6 192.9 193.2 193.5 193.8 194.1 194.4 194.7 195.0 195.3 195.6 195.9 196.2 196.5 196.8 197.1 197.4 197.7 198.0 198.3 198.6 198.9 199.2 199.5 199.8 200.1 200.4 200.7 201.0 201.3 201.6 201.9 202.2 202.5 202.8 203.1 203.4 203.7 204.0 204.3 204.6 204.9 205.2 205.5 205.8 206.1 206.4 206.7 207.0 207.3 207.6 207.9 208.2 208.5 208.8 209.1 209.4 209.7 210.0 210.3 210.6 210.9 211.2 211.5 211.8 212.1 212.4 212.7 213.0 213.3 213.6 213.9 214.2 214.5 214.8 215.1 215.4 215.7 216.0 216.3 216.6 216.9 217.2 217.5 217.8 218.1 218.4 218.7 219.0 219.3 219.6 219.9 220.2 220.5 220.8 221.1 221.4 221.7 222.0 222.3 222.6

```

Sign On

System . . . . . : DEV
Subsystem . . . . : QDP
Display . . . . . : DPPGM4S1

User .....
Password . . . . .

```

The cursor will be positioned in the "User" field. Key GP plus your Group Number (GPXX) **Field Exit**
The cursor will position itself in the "Password" field. Key GP plus your Group Number (GPXX) **ENTER**
These are blind fields - the letters and numbers will not be visible as they are keyed. The ECARS Main Menu Screen will appear.

From the ECARS Main Menu, press CMD 24 = Jump. This will take you to a Pop-Up Window, "X" Enter Request. The Enter Request Screen will appear.

----- ENTER REQUEST DEV -----

CMD 24 = Jump: Used throughout ECARS to access the Jump Window. This allows you to transfer to the other programs quickly without exiting your current program.

ARMS - The Automated Rental Management System

ARMS is the communications system that links certain insurance companies or service providers directly with Enterprise to exchange data electronically through the computer.

ARMS allows insurance carriers to automatically reserve vehicles, confirm reservations, prepare invoices, obtain authorizations and billing extensions. ARMS allows Enterprise to provide a higher level of service to insurance companies and their policyholders and claimants.

ARMS reservations and tickets can not be accessed through the training system. Please keep in mind that when you are on the real system, you may notice some slight differences with ARMS tickets.

000100 000100 000100

Congratulations!
You have now successfully completed the ECARS Workbook!

If you feel uncomfortable with any of the options, or just feel you would like a little more practice, you may open and close tickets, switch units, change rates, etc. in the ECARS Training System until you feel you are ready to go "LIVE".

The following list of Error Messages are the most commonly seen while completing the ECARS Workbook. You may refer to them any time you need a more detailed explanation than is displayed on the screen.

Accept or Recompute?:	Key A-accept or R-recompute to accept charges as they are, or make changes and recompute.
Additional Driver?:	The field for additional driver has been left blank. Key Y or N.
Additional Driver Name Required:	The field for additional driver has been marked Y, but no name has been supplied.
Charges Do Not Balance:	The payments that have been keyed do not balance to the amount due. Only Balance Due amount should be receipted.
Confirm Date/Time Out:	Date and Time keyed is not the current date and time. RALPH needs confirmation.
Confirm Unit To Be Rented:	Unit rented on another ticket or may be owned by another Branch in your Group. Always has a message explaining the problem.
Date Out Invalid:	Date out has been keyed incorrectly, or field left blank.
Rental Type Invalid:	Rental Type field has been left blank, or rental type keyed is not valid.
Renter Name Invalid, Last*First*:	Renter name has not been constructed correctly.
Time Out Invalid:	Time out has been keyed incorrectly, or field left blank.

EXERCISE 1 RESERVATIONS

Exercise 1 will guide you through Option 11 - Reservations - to create, view, update, transfer, or cancel Branch Rental Reservations. This option is very helpful in providing the branch(s) with better customer service, pickups, and deliveries.

ECARS -- ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM CCRIMU-A

1 - Open A Ticket
2 - Correct A Ticket
3 - Switching Units/
Changing Rates
5 - Closing A Ticket

⑪ - Reservations
12 - Callbacks
15 - Cash Management

TRAINING
SYSTEM

(TICKET SERVICES)

10 - Open Ticket X-Ref Name Or Ticket# 000000

Option# DL# 000000 Branch AC

Name Home Phone # () Res#

DL# ST/PROV

Cmd1=Exit Cmd8=Lease Cust

On the ECARS Training Menu, key Option #11 **ENTER**. The Reservation Menu Screen will appear. (See example screen on the following page).

NOTE: You can key as little or as much information that is available when taking the reservation. Any information keyed into the reservation will automatically forward to the open ticket, saving you time when the renter is in the office picking up a vehicle or waiting for a "Pick Up."

To update a reservation, any information keyed may be changed by keying directly over that which is displayed. Information may also be added or deleted if necessary.

Reservation Menu

ECARS RESERVATION SYSTEM

AARS01-A

Select one of the following:

<p>1 Create a New Reservation</p> <p>2 View Reservation for Customer Name _____</p> <p>3 View Reservation for Date 061694 by GPBR PPGM or GP _____</p> <p>4 View By Reservation# R _____</p> <p>5 View By National Reservation# _____</p>	<p>"Have you rented from us before?" (Optional)</p> <p>Home Phone # () - ST/PROV </p> <p>DL# _____</p>
---	--

F3=Exit F7=AAI

There are five categories to the Reservation Menu.

1. Create a New Reservation: This is used to speed up the process of Opening a Ticket-Option #1, by pulling forward all keyed reservation information to the rental ticket. Key the Home Phone Number or Driver's License Number and State or Province in the spaces provided. The previous renter information will pull forward to the reservation you are creating, if the customer has rented within the past year ONLY.

NOTE: The Home Phone Number and Driver's License Number fields are optional. If these fields are used, you should verify accuracy of the pre-loaded renter information. e.g., current address, phone, and driver's license information.

IMPORTANT! RALPH will automatically check the "Customer Warning" file for all previous renters. If a renter appears in this file, a WARNING SCREEN will display. If this happens, consult with your Branch Rental Manager for your Group's policies.

2. View Reservation for Customer Name: This is used to display reservations by renter name for a specific Group/Branch or Group. Additional comments are shown under the Group/Branch reservations option, but comments are NOT shown under the Group Only option.

3. View Reservation for Date: This is used to display reservations for a specific Group/Branch or Group by pickup date. Additional comments are shown under the Group/Branch reservations options but comments are NOT shown under the Group Only option.

4. View by Reservation Number: This is used to display a reservation by the reservation number.

5. View By National Reservation Number: This is used to display a reservation by the National Reservation Number.

From the Reservation Menu, key X next to Create a New Reservation and key your Home Phone Number, **ENTER** to prompt the associated screen as described on the following pages.

**In order to simulate a "live" Reservation/Rental Ticket for your Group/Branch location, create your own data for fields that are not specifically instructed throughout this workbook.*


1		BRANCH RESERVATION NUMBER 100003		Print (Y or N) <input checked="" type="radio"/> N		CCRS01-A	
Emp#		Pickup Branch PPGM					
2		Name (LAST*FIRST*)				SSN#	
3		PICKUP: Date		Time		RETURN: Date	
W/in		P/up		Deliver		CWC	
4		PHONE: Home		Office		ext	
Other				Description			
5		I/B/D/R/C/O		Source Cust#		ID	
BILL TO:		Direct Bill (Y or N)		Credit Card		Cash/Check	
Bill To Cust#		or Name				(COMPANY**)	
Attention				Auth Until		Max Amt	
CLAIM#/Pol/Po				Date of Loss			
(C/Claimant, I/Insured, T/Theft)				Insured			
6		CAR TYPE: Class		Type		F16	
RATE QUOTED:		\$		Comment			
F1=Exit		F2=Cust List		F4=ID List		F5=Rates/Rules	
F9=Transfer		F12=Previous		F13=Insurance		F15=Res Notes	
F21=ID Rntr		F22=Clear Rntr		ID		F23=More Keys	

The Reservation Screen is very similar to that of Option 1 - Opening a Ticket.

1. Key your five-character employee number at top of the screen.
2. Key Renter's Name (pretend you're the renter)-Last Name*First Name* and Social Security Number.
3. Key rental pickup, date/time, and rental return date. Use today's date for both pickup and return date. Key X to select either: W/in = Walk-in, P/up = Pickup, Deliver = Delivery, or CWC = Customer will call. **TAB RIGHT** to space provided for additional comments, if needed.
4. Key Renter's phone information. **TAB RIGHT** to description field for any comments, as needed.
5. Key Rental Type "I" - Insurance. The other rental types are B=Body Shop, D=Dealership, R=Regular, C=Corporate, or O=Other. Key "STATE" in the Source Cust# field. Press F2=Cust List. A Branch List appears. If there are no choices available, press F8=Group for a group list. Key "X" next to a State Farm Office. This automatically forwards to the Source ID List Screen (see page 2-3). Key "X" next to the first adjustor name.
Key Y=Yes to set up a Direct Bill. Key "X" to select payment type: Credit Card, Cash/Check. For the Bill to Cust# use the F2=Cust List Window key, again. "X" your name on the list. Key "X" next to 999 UNKNOWN** on the Source ID Screen. **NOTE:** If your name is not on the list, key 999999 as the Bill to Cust# and type your Last Name* First Name* on the name line. Key 999 as the Attention ID and key your name on the Attention Line. Key the Auth Until Date (use today's date), the Maximum Dollar Amount per Day, Claim/Pol/Po#, Date of Loss, Type of Loss, and Insured's Name.

Screen description continued on the following page.

6. Key Car Type and Class Type, use F16=Car Types. Key rental rate you quoted. **TAB RIGHT** to comment fields, as needed.

7.  to move cursor to top right of screen. To print a copy of the reservation, key Y=Yes, over default N=No.

NOTE: The function keys will be discussed in detail, starting on page 1-5.

Press **ENTER** to accept the information keyed and advance to Screen 2. If ERROR MESSAGES display, make any necessary corrections and press **ENTER** again. (See the section on ERROR MESSAGES page VIII, for more information). Repeat this procedure until Screen 2 appears.


Screen 2


BRANCH RESERVATION NUMBER 100002		Print (Y or N) (N) CCRS01-B
Name LAST*FIRST*		
Pickup Branch PPGM		
1	SHOP: Cust# _____ Name _____ Car Year _____ Make/Model _____	Attn _____ Phone# (000) 000 - 0000
2	Airline: _____ Flight: _____	Arrival Time: _____
3	CUST INFO: Age _____ yrs Street _____ City _____ State _____ Zip _____	
4	CREATE CALLBACK B/S Adj Svc Cust Res Comment (Res only) FOR RESERVATION _____	
F1=Exit F2=Cust List F5=Rates/Rules F7=AAI F8=More Info F9=Transfer F12=Previous F13=Insurance F14=Credit Chk F15=Res Notes F21=ID Rntr F22=Clear Rntr ID F23=More Keys		

1. Key shop information: Customer Number, Shop Name, Shop's contact person, Year of vehicle being repaired, Make/Model and Shop's phone number.

2. Key Airline information if applicable: Name of Airline, Flight Number, and expected Arrival Time.

3.  to key Customer Information: Age, Current Address, City, State, and Zip Code.

4.  and key X to select "Callback Type" B/S=Body Shop and ADJ=Adjustor. **TAB RIGHT** to comment field, as needed. This field is used when selecting RES=Reservation, ONLY.

5.  to move cursor to top right of screen. To print a copy of the reservation, key Y=Yes, over default N=No.

Do NOT press **ENTER**. Use the following pages to help you understand the function keys.

FUNCTION KEYS FOR OPTION 11 - RESERVATIONS

Listed on the bottom portion of each screen are several Function (F) keys. Each one performs a function that may be used while creating or viewing a Branch Reservation.

F1 = Exit

Allows you to cancel a new reservation. While viewing a reservation you can exit to the Reservation Menu Screen.

F2 = Cust List

Displays a list of customer names and numbers that are to be used for sourcing. See example window below.

MIDWEST Branch List SMS002A/C1

GPBR 1520

Position to description: _____

Type options, press Enter.

1=Select 5=Display

Opt	Cust#	Description	State	Phone
-	G08433	ADAMS COUNTY CREDIT UNION**	IL	618-555-8877
-	G08246	AEROSPACE CREDIT UNION**	MO	314-555-0050
-	K00005	ALVIN JACKSON USED CARS**	MO	816-555-1277
-	K00171	AMERICAN AUTO MART**	IL	618-555-6688

F2=Details F3=Exit F6=Branch F7=AAI F8=Group F10=State F11=All

F12=Previous Roll=Forward/Back

You can press F2=Details again to view a detailed branch list. The detailed list includes the customer name, address, and phone number. This is handy if you are trying to locate a specific customer who has multiple locations or if you need to contact the account in question.

Key "1" in the Opt (option) field to select a customer number. The screen automatically forwards to the contact screen. See example window on the next page.

MIDWEST	Contacts	SMS005A/01
GPBR 7799	E11187	A.C.P.S.E. CREDIT UNION**
Position to: _____		1444 MAINE STREET
Type options, press Enter		QUINCY IL 62301
1=Select		618-534-3300 618-435-4455
Opt Name	Opt	Name
JOHNATHAN, MARTIN		
WILLIAM, COX		
F3=Exit	F7-AAI	F9=Add 12=Previous Roll=Forward/Back

Key "1" in the Opt (option) field to select the contact person. The screen automatically returns to your reservation with the customer information loaded into the appropriate fields.

NOTE: F9=Add allows contacts to be added in the Contacts screen. Check with your Branch Rental Manager on your Group's policy for adding contacts.

F4 = ID List

Displays a list of ID numbers for individual adjustors, agents, etc. for each customer number.

F5=Rates/Rules

Displays rate/rule information for that particular branch.

F6 = Units Avail

NOTE: This function key is available on Screen 1 but only displays when F23=More Keys is pressed first. Displays a list of Branch Vehicle Units available to rent. See example window below.

UNITS NOT RENTED - 7799		Next Unit _____	CCRA16-A
		Next Branch _____	
X=Unit History	T=Unit Transfer		
Unit-#	License-#	BB YR Make Modl Sers Color	SHP Last-Location
DC0004	DC0004	94 PONT SUNB 2DR RED	7710
DC0006	DC0006	94 PONT SUNB 4DR WHITE	OIL CHANGE
F1=Exit F7-AAI Enter=Continue BB-BUYBACK *** No Units Available **			

To view other Branch "Units Not On Rent" just key the desired branch number in the upper right hand corner and **ENTER**. Available units will display. This is helpful for transferring reservations if necessary.

F7=AAI

NOTE: This function key is available on Screen 1 but only displays when F23=More Keys is pressed first. Allows access to Inquiry Programs.

F8 = More Info

Allows you to key additional renter information for the reservation.
See example screen below.

1		MORE INFORMATION		RES# 100963	
Renter Name	KING* CATHY*	State	Exp Date		
Renter Drivers License		Height	Weight	Eyes	Hair
DOB					
Employer					
2 Additional Driver (Y or N) Driver Name					
Address		Age	Exp Date		
Drivers License		State			
3 Out Of State (Y or N)					
4 Bill-To Name		(Company Name**)			
Attention		Phone ()		Ext	
Address		State	Zip		
City					
5 Start Chgs If Diff		Date	Time	Pickup Date	6/25/95 1:00 PM
6 Calendar 24 Hour Specials					
7 Rates:		.00 /Hour	.00 /Day	.00 /Week	.00 /Month
Mileage		0 /Mile After	0 /Day	0000 /Week	0000 /Month No Chg
Drop Chg		Drop Location		Disc 0 %	
Lmg Waiver		.00 /Day PAI	.00 /Day		
F5=Rates/Rules F7=AA1 F12=Previous Enter=Update					

Remember, all information keyed here will automatically transfer to the Open Rental Ticket to save you and the renter time.

1. Key Driver's License Information and Current Employer's Name.
2. Key Additional Driver Information: Name, Address, Age, Driver's License #, State, and Expiration Date.
3. Key Y=Yes, or N=No, if the rental will be going out of state. If yes, key all associated states to which renter plans to travel.
4. Key "Bill To" Information: Company Name, Contact Person, Address, Phone Number, City, State, and Zip Code will be pre-loaded, if valid Customer # is keyed on the first Reservation Screen.
5. Pickup Date and Arrival Time will display, if keyed on the first Reservation Screen. Key new Date and Time to start charges, if applicable.
6. Key X to select billing type: Calendar or 24hr, and Specials, if applicable.
7. Key Rate Information and any Discounts, if applicable.

NOTE: This screen is edited in blocks. For example, if the Driver's License Number is entered then the State, Expiration Date, and Birth Date are required. Follow displayed ERROR MESSAGES to guide you as you go!

F9 = Transfer

Allows you to transfer a reservation to another Branch within your Group. This is helpful for location purposes and availability of units. It also allows you to transfer ARMS Reservations to another Group.

F12 = Previous

Return to previous screen. **NOTE:** If F12 is used, any updates just keyed will NOT be saved.

F13 = Insurance

Allows access to enter any insurance information when reservation is created. See example screen below.

RENTER'S INSURANCE INFORMATION

CCRS06-A
RES# 100003

1

Carrier _____
Agent _____ Phone# (_____) _____
Policy# _____ Expires _____

2

Collision Deductible \$ _____ Assigned Risk (Y or N) _____
Comprehensive Deductible \$ _____ Lienholder Policy (Y or N) _____
Liability (Y or N) _____
Verified By _____ (from ins. co)
Verified By Employee # _____ (from Enterprise)

3

ADDITIONAL DRIVER INFORMATION

Carrier _____
Agent _____ Phone# (_____) _____
Policy# _____ Expires _____
Collision Deductible \$ _____ Assigned Risk (Y or N) _____
Comprehensive Deductible \$ _____ Lienholder Policy (Y or N) _____
Liability (Y or N) _____
Verified By _____ (from ins. co)
Verified By Employee # _____ (from Enterprise)

Cmd7=AAI Cmd12=Previous Enter=Update

1. Key Renter's Insurance Carrier Name, Agent Name, Phone Number, Policy Number and Expiration Date.
2. Key policy deductible for both Collision and Comprehensive. Key Y=Yes, or N=No, if it is an Assigned Risk Policy or a Lienholder Policy. Key Y=Yes, or N=No, if Liability coverage is active. Key contact's name at the Insurance Company who verified coverages. Finally, key your employee number as verifying all keyed information.
3. Repeat the same process for the Additional Driver as explained in step#1 and #2, for the renter. Key all Carrier and Policy information, as needed.

NOTE: This screen is edited in blocks. For example, if the policy number is entered then the expiration date is required. Follow displayed ERROR MESSAGES to guide you through the screen.

* After you press **ENTER**, to print the Rental Ticket, insurance information keyed here remains on the screen to be handwritten onto the Rental Ticket. After you exit from the above screen, this information can NOT be retrieved.

F14 = Credit Chk

NOTE: This function key is available and displays when F23=More Keys is pressed first. Allows access to enter valuable credit information when the reservation is created. This is helpful to determine money deposits or rental approval. See example screen below.

CREDIT CHECK INFORMATION				CCRS07-A RES# 100003	
1					
Name	SMITH*LYNN*			(LAST*FIRST*)	
Street					
City		St		Zip	
Home#	(000) 000 - 0000	Office#	(000) 000 - 0000	ext 0000	
Other#	(000) 000 - 0000				
SSN#	000 00 0000	DOB		Age	27
Length of time at present address yrs mos					
2					
Curr Employer		Position		Length of Time yrs mos	
Prev Employer		Position		yrs mos	
3					
Prev Street		City		St	Zip yrs mos
Addr1		City		St	Zip yrs mos
Prev Street		City		St	Zip yrs mos
Addr2		City		St	Zip yrs mos
4					
Spouse's Name		Employer		Position	yrs mos
Cmd7=AAI Cmd12=Previous Enter=Update					

Information keyed here will not appear on the Open Rental Ticket. This is reference information to be viewed within the reservation system.

1. Key Renter ID information: Name (Last Name*First Name*), Current Address, Phone Number(s), Social Security Number, Date of Birth, Age, and Length of Time lived at the above address (Years/Months).
2. Key Current Employer Name, Current Position Held, and Length of Employment (Years/Months). Repeat the process for previous employment, as needed.
3. Key Previous Address(s), and Length of Time lived at each location (Years/Months), if applicable.
4. Key Renter's Spouse Name, Current Employer Name, Current Position Held, and Length of Employment (Years/Months), if applicable.
5. Key Y=Yes, over default N=No, to print a copy of the Credit Check Screen.
6. Key Y=Yes if credit has been checked.

NOTE: Follow the policies set by your Group when creating a reservation. You can enter as much or as little of the credit information appropriate to the rental situation. The entire Credit Check Screen is optional. Ask your Rental Branch Manager to review situations applicable for Credit Check information to be taken.

F15 = Res Notes

Allows specific notes to be viewed concerning the rental reservation, e.g., directions for pickups or deliveries, special requests, or car preferences. This is helpful in providing better Customer Service. See example screen below.

DEV RESERVATION NOTES CCRS08-A
2 RES# 100984
Print (Y or N) (N)

Renter Name LAST*FIRST*

1

More...

Cmd7=AAI Cmd12=Previous Enter=Update

Information keyed here will appear on the Open Rental Ticket. This is reference information to be viewed within both the reservation system and in opening a ticket.

1. Key information on space provided such as car preference, contact person for authorization or extensions, etc. . . key any changes over existing information. You can shift/roll for additional lines.
2. Key Y=Yes, over default N=No, to print a copy of the Reservation Notes Screen. This is especially handy for directions.

F16= Car Types

NOTE: This function key is available but only displays when F23=More Keys is pressed first. Displays a list of "Car Codes" to describe the rental vehicle Class and Type requested for the reservation. See example window below.

Car Types: Select one from each column

CLASS	TYPE
M-Mini	C-2/4 Door
E-Economy	B-2 Door
C-Compact	D-4 Door
I-Intermediate	X-Special
S-Standard	S-Sports
F-Fullsize	T-Convertible
P-Premium	W-Wagon
L-Luxury	V-Van
X-Special	F-4W Drive
	P-Pickup

Class/Type

Cmd1=Exit Cmd12=Prev Enter=Continue

Select one category from the CLASS Column and one category from the TYPE Column. Key selections on the CLASS/TYPE field provided.

F21=ID Rnt

Allows you to locate previous renter information without exiting the reservation. See example screen below.

CENTRAL	ID Renter	FQS040A/1
DL#	_____	St/Prov _____
Home Phone#	() _____	
Name (Last)	_____	(First) _____
Note: Drivers license number and St/Prov or Home Phone number are required. Name is optional.		
F12=Previous		

Key the Renter's Driver's License Number and State or Province **OR** the Home Phone Number (required). The Renter's name may also be keyed (optional). If more than one match is found, the Renter ID Selection screen appears. See example screen below.

CENTRAL	Renter ID Selection	FQS010A/1
Searched by:	Phone Number () _____	
	D/L# _____	St/Prov _____
Position to:	Name (Last) _____	(First) _____
Type option, press ENTER		
1=Select 5=View		
Opt Name	Street Address	St Zip
- SMITH*KEVIN*	123 HARRISON	MO 63101 5684
- SMITH*RALPH*	467 MOLOKAI ROAD	HI 97895
- TAVERS*JOSEPH*	4223 VERLAINE AVENUE	WI 39667 7421
- TIPTON*ROBERT*	508 VIENNETTA DRIVE	LA 70460 6531
F3=Exit F12=Previous		

Search the screen to see if the customer is on the list. If the customer's name does not appear on this screen, key the driver's name (Last/First) in the Position to field. **ENTER**. The name keyed appears at the top of the list. Key "1" in the Opt (option) field to select a customer. **ENTER**. The customer's information is protected and loaded into the appropriate fields.

OR

Key "5" to view customer information in greater detail. **ENTER**. The Renter ID Detail screen appears. See example screen on the next page.

CENTRAL		Renter ID Detail		FQS050-A	
Name	(Last) <u>SMITH</u>	(First)	<u>KEVIN</u>		
Street	<u>123 HARRISON</u>				
City	<u>SIKESTON</u>	ST	<u>MO</u>	ZIP	<u>63101 5684</u>
Home	<u>(573) 555 - 1549</u>				
Office	<u>(573) 555 - 9854</u>	Ext.	<u>256</u>		
Other	<u>() - </u>	Ext.	<u> </u>		
Employer	<u>PIGGLY WIGGLY</u>	Description	<u>97WHTCHVCORS</u>		
DL#	<u>849-86-5468</u>	ST MO	Exp	<u>021499</u>	SSN <u>849-86-5468</u>
Height	<u>6 08</u>	Weight	<u>300</u>	Eyes	<u>GREY</u> Hair <u>BROWN</u>
F12=Previous					

The Renter ID Detail screen displays detailed information about a specific customer. View this screen before selecting the customer to ensure the appropriate person is selected. **ENTER** to select this customer and continue with the program.

F22=Clear Rntr ID

Allows you to clear existing customer information from all reservation screens so new information can be keyed.

F23=More Keys

Allows you to display function keys that are not shown when the screen is in the original display mode.

ENTER

to accept your Reservation.

You have just created a Branch Reservation! For additional practice, open another reservation using the following information:

- *Use your favorite celebrity's name for the renter's name.*
- *Do NOT key a Social Security Number*
- *Use today's date as the pickup and return date*
- *Make it a Bill To of "N"*
- *Make it a Callback type of "Cust"*

Be sure to key in all necessary information to make a complete reservation, using the above data plus your own chosen information.



**Turn to the next page to learn how to view a reservation
by Customer Name/Group
(Category #2)**

Category #2-View Reservation for Customer Name/Group

To view a customer by name, key Customer's Name in the space provided on the Reservation Menu Screen, #2. Your Group/Branch will already be pre-loaded. A list of reservations will appear in alphabetical order - starting with the Customer Name you requested. See example screen below.


RESERVATIONS FOR GPBR PPGM							2. CCRS02-B
							Print (Y or N) (N)
Next Customer		3					
Customer Name		Date	Time	Res#	Car Type	Status	Rental Type
SMITH*LYNN*	1	6/15/94	200 PM	100002	FCAR	DEL	I
WHITE*DAVE*		6/15/94	400 PM	100005		DEL	B
PLEASE MEET HER AT AL'S AUTOBODY							
WITT*MIKE*		6/16/94	900 AM	100006	ICAR	W/IN	R
F1=Exit F7=AAI F12=Previous Screen Roll=Forward/Back							

This screen displays a list of all current and future reservations for your Group/Branch or Group. You can view a specific reservation by keying X next to the applicable Customer Name.

- Displays Customer's Name, Reservation Date, Time of Arrival, Reservation Number, Car Type requested, Rental Status, Rental Type, and Comments, if applicable. To view a specific reservation, key X on the line next to the Customer's Name.  to move cursor down the list of names, as needed. **ENTER** to advance you to the selected reservation(s) screen.
-  to move cursor to the top of the screen. If you want to print a copy of the reservations listed, key Y=Yes, over default N=No. This is a helpful tool for the office to prepare for future rental demands.

NOTE: This display can also be selected on the Reservation Menu Screen, #2 by Group. When only a Group is selected the reservation comments are NOT shown as it is in the above example.

Reminder! Scroll forward/backward to view all Customer Reservations. To make a revision, key X next to the applicable Customer Name, press **ENTER** and make revisions as needed.

-  to move cursor to the Next Customer Name field, if desired. Key a new Customer Name in the space provided if you want to view a specific reservation more quickly. **ENTER** to advance to specified Name. Repeat the process as described. See how you can flip to a new reservation with ease!


NOTE: The function keys are discussed in detail, starting on page 1-5.

Category #3-View Reservation for Date/Group

To view a Reservation by date, key in the Month/Day/Year in the space provided on the Reservation Menu Screen, #3. Today's date and your Group/Branch will already be pre-loaded. To view a different date or Group/Branch, key desired information over existing. A list of reservations will appear in sequential order - starting with the earliest Reservation associated with the date you requested. See example screen below.

RESERVATIONS FOR GPBR 7799					CCRS03-B	
Tuesday JUNE 21, 1994					Print (Y or N) (N)	
Total Reservations:					1	
Next Time		2				
Customer Name	Time	Res#	Car Type	Status	Rental Type	
FRANKLIN*BEN*		100501				
JENKINS*JOHN*	500 PM	A98761	ICAR	NRES	R	
JONES*KIM*		100066	ECAR	DEL	I	
Please meet her in the lobby.						
F1=Exit F7=AAI F12=Previous Screen Roll=Forward/Back						

This screen displays a list of all reservations for a Group/Branch or Group for a specific date. You can view a specific reservation by keying X next to the applicable Customer Name.

1. Displays Customer Name, Time of Arrival, Reservation Number, Car Type requested, rental Status, Rental Type, and Comments, if applicable. To view a specific reservation, key X on the line next to the Customer's Name.  to move cursor down the list of names, as needed. Press **ENTER** to advance you to the selected reservation(s) screen.

NOTE: This display can also be selected on the Reservation Menu Screen, #3 by Group. When only a Group is selected the reservation comments are NOT shown as in the above example.

Reminder! Scroll forward/backward to view all Customer Reservations. To make a revision to a reservation, key X next to the applicable Customer Name, press **ENTER** and make revisions, as needed.

2. Next Time: Key Next Time (Hour:Minutes/AM/PM) of reservations to be viewed. This is optional, as needed. **ENTER** to advance to the new time listings as requested.

3. To print a copy of the reservations listed, key Y=Yes, over default N=No.

NOTE: The function keys are discussed in detail, starting on page 1-5.

Category #4-View Reservation by Number

To view a Reservation by Number, key X to select "View by Reservation Number" on the Reservation Menu Screen. Next, you must key a specific Reservation Number on the line following the "R field."

Category #5-View National Reservation by Number

To view a Reservation made through National Reservations, key X to select "View by National Reservation Number" on the Reservation Menu Screen. Next you must key a specific National Reservation Number on the line following.

See an example of this below.

```

      ECARS RESERVATION SYSTEM                                AARS01-A
-----
Select one of the following:
-----
      "Have you rented from us before?"
      Create a New Reservation SSN# (Optional)
      DL# ST/PROV
      View Reservation for Customer Name by GPBR PPGM or GP
      View Reservation for Date 061694 by GPBR PPGM or GP
      View By Reservation# R
      View By National Reservation#
      F3=Exit F7=AAI
-----
```

ENTER

to advance to the corresponding Reservation Screen of number requested. Make any revisions necessary.

NOTE: The function keys are discussed in detail, starting on page 1-5.

Congratulations!


You now know how to **CREATE** a new reservation and **VIEW** a Reservation by the Customer's Name, by the Date, or by the Reservation Number. A "live" Reservation will be a piece-of-cake!

EXERCISE 2 OPEN A TICKET - CALENDAR DAY

This exercise will guide you through Option 1 - Open a Ticket for a Calendar Day. Be sure to follow the format exactly as stated in this exercise. This ticket will be used again later on in the workbook!

If necessary, key AART01 **ENTER** to access the ECARS Training Menu.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM		CCRTMU-A
① - Open A Ticket	11 - Reservations	TRAINING SYSTEM
2 - Correct A Ticket	12 - Callbacks	
3 - Switching Units/ Changing Rates	15 - Cash Management	
5 - Closing A Ticket		
(TICKET SERVICES)		
10 - Open Ticket X-Ref Name _____ Or Ticket# 000000		
1 Option#	2 D# 000000	3 Branch AC
4 Name	5 Home Phone # () - 7 Res#	6 DL# ST/PROV
Cmd1=Exit Cmd8=Lease Cust		

1. **Option # Field:** Key Option Number 01.
2. **D# 000000:** This field will remain blank; a ticket number has not yet been created.
3. **Branch:** Your branch number will be displayed in the field.  to move the cursor to the next field.
4. **Name** Key the first three letters of your last name in this field.
5. **Home Phone #** Key your Home Phone Number in this field and/or (see number six).
6. **DL#; ST/PROV:** Key your Driver's License number and State or Province.
7. **Res#:** This field will remain blank for this exercise. A National Reservation Number or Branch Reservation Number is keyed in this field if one is known.

ENTER to accept the information keyed and advance to the next screen.

You should see a listing of all reservations for customers whose last name begins with the same three letters as were keyed. Locate and "X" the reservation you created for yourself. This information will forward to the ticket.

CMD 1 Exit to Enter Request Prompt.

CMD 8 Lease Customer. Information about renting to Lease Customers.

There are four screens that must be completed to open a rental ticket. The following example shows Screen 1. Take a few minutes to familiarize yourself with this screen.

1	
CAR TYPE REQ	_____
RATE QUOTED	\$ _____
RENTAL TYPE (I/B/D/R/C/O) Source Cust # _____ ID _____	
Name 2	(Last*First*) _____
Street	_____
City	_____ ST _____ Zip _____
Home () 000 - 000 0000	
Office () 000 - 000 0000	Ext _____ Employer _____
Other (000) 000 - 0000	Description _____
Local Address	_____
3	
DL#	ST _____ Expires _____ DOB _____ SSN # _____
Height _____ Weight _____	Eyes _____ Hair _____
4	
ADDITIONAL DRIVER (Y/N)	Driver Name _____ Age _____
Addr _____	Lic# _____ St _____ Exp _____
5	
OUT OF STATE	(Y/N) _____
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite F9=Cler RntrID F10=CC Aprvl F21=ID Rntr F23=More Keys	

There are five basic sections to Screen 1.

- 1. Car Type Requested/Rate Quoted:** This information will be pulled forward from the Branch or National Reservation. If a Car Type was not requested, or a rate was not quoted, NONE will be displayed in this field. Reservation comments will be displayed here.
- 2. Renter Information:** This section requires basic information about the renter, such as Name, Address, Phone Numbers, etc. Also required are the Rental Type and Source Customer Number, plus ID. The Source Customer Number helps track business referrals.
- 3. Driver License:** This section requires all information from the renter's license. Make sure it is current information.
- 4. Additional Driver:** This section requires information regarding others who will be driving the rental vehicle.
- 5. Out of State:** This section requires a YES or NO answer, and a list of states to which the renter plans to travel.

The various function keys will be discussed in detail at the end of this exercise, page 2-14.

NOTE: The information that you had keyed into the reservation should have forwarded to the Open Rental Ticket. For those fields that you left blank, please fill them in appropriately.

Section 2 - Renter Information

1	RENTAL TYPE I (I/B/D/R/C/O)	Source Cust #	2	ID	
	Name	3	(Last*First*)		
	Street	4			
	City	5	ST	Zip	
	Home Phone	()	-	6	
	Office Phone	()	-	Ext	Employer
	Other Phone	()	000 - 0000	7	Description
	Local Addr	8			

1. Key I - Insurance for Rental Type.

2. Use State Farm as the Source Customer for this exercise. Key "State" in the Source Customer # Field. Press F2=Cust List. The following screen appears.

MIDWEST	Branch List	SMS002A/c1
GPBR 1520	Position to description: STATE	
Type options, press Enter.		
1=Select 5=Display		
Opt	Cust#	Description
-	STF433	STATE FARM**
-	STF246	STATE FARM**
-	STF005	STATE FARM**
-	STF171	STATE FARM**
	State	Phone
	IL	618-555-8877
	MO	314-555-0050
	MO	816-555-1277
	IL	618-555-6688
+		
F2=Details	F3=Exit	F6=Branch F7=AAI F8=Group F10=State F11=All
F12=Previous	Roll=Forward/Back	


You can press F2=Details again to view a detailed branch list. The detailed list includes the customer name, address, and phone number. This is helpful when there are multiple locations for the customer. If there are no customers on the branch list, you can press F8=Group for a Group list, F10=State for a State list, or F11=All for a list including all customer numbers.



Key "1" in the Opt (option) field next to the first State Farm to select a customer number. The screen automatically forwards to the contacts screen. See example screen on the next page.

MIDWEST	Contacts	SMS005A/01
GPBR 1520	STF433	STATE FARM**
Position to: _____		1444 MAINE STREET
Type options, press Enter		QUINCY IL 62301
1=Select		618-534-3300 618-435-4455
Opt Name	Opt Name	
JOHNATHAN, MARTIN		
WILLIAM, COX		
F3=Exit	F7=AAI	F9=Add
		12=Previous
		Roll=Forward/Back


Key "1" in the selection field next to the first Adjustor Name.


3. Key your name as the renter. Last Name* First Name*. To key an asterisk, press and hold the SHIFT key while pressing the 8* key.


4.  to move the cursor to the next line and key your address.

5.  to move the cursor to the next line and key the City.  to move the cursor to the next field and key the State abbreviation. Key the Zip code.

6. Key Home and Work Phone Numbers. Don't forget to include the Area Code. If the extension is four digits or less in length, key the extension. Key your Employer Name.

7.  to move cursor to the next line and key other Phone Number (include area code) and a brief description, as needed.

8.  to move the cursor to the next line and key the Local Address of the renter if other than home address.

 to move to the next section, if necessary.

Section 3 - Driver License

1	DL# 123456789	2	ST MO	Expires 062594	3	DOB 032760	4	SS# 555 55 5555
Height 6 02		Weight 175		Eyes BROWN	Hair BLONDE			

1. Key the Driver License Number (no spaces are necessary).
2. **TAB RIGHT** and key the State abbreviation and Expiration Date.
3. Key Date of Birth.
4. If you keyed your SS# on the Training Menu Screen, it will be pulled forward. If not, key the SS#.
5. Key Height, Weight, Eye Color and Hair Color.



to move cursor to the next section, if necessary.

Section 4 - Additional Driver

1	2
ADDITIONAL DRIVER (Y/N) Y	Driver Name TIM HILLMAN
Age 25	
Addr	Lic# 3 St Exp

1. Key Y - Yes for an Additional Driver. Key the name of a family member or friend.

2. **TAB RIGHT** to move the cursor to the next field. Key the Age of the Additional Driver. If you do not know the exact age, but know they meet the age requirement, key 25.

3. Key additional Driver Address.

TAB RIGHT to move cursor to next field. Key Additional Driver License Information.

← to move cursor to the next section, if necessary.

Section 5 - Out of State

OUT OF STATE (Y/N) Y	ILLINOIS
----------------------	----------

Key Y - yes and key the State(s) to which the renter plans to travel.

Press **ENTER** to accept the information keyed and advance to Screen 2. RALPH will scan the information you have keyed from top to bottom. If any errors exist, or if a field has been left blank, an ERROR MESSAGE displays at the bottom of the screen. This message will explain exactly what needs to be corrected and the cursor will be placed at that field. See the section on ERROR MESSAGES for more information.

Make any necessary corrections and press **ENTER** again. Repeat this procedure until Screen 2 appears.

NOTE: The function keys will be discussed in detail at the end of this exercise, page 2-14.

Screen 2 is broken down into three sections.

1	
2	Source Cust# 999999 ID 999 COMPANY BILL TO (Y/N) <input type="checkbox"/> Cust# <input type="text"/> ID <input type="text"/> Attn <input type="text"/> Complete If Name <input type="text"/> (Company Name** Cust # 999999 Street <input type="text"/> City <input type="text"/> ST <input type="text"/> Zip <input type="text"/> Phone (<input type="text"/>) <input type="text"/> - <input type="text"/> Ext <input type="text"/>
3	CLAIM/POL/PO# <input type="text"/> Max Amount <input type="text"/> (C/Claimant, I/Insured, T/Theft) <input type="text"/> Insured <input type="text"/> Loss Date <input type="text"/> Car Sale Referral <input type="text"/> SHOP Cust# <input type="text"/> Name <input type="text"/> Attn <input type="text"/> Car Yr <input type="text"/> Make/Model <input type="text"/> Phone (000) 000 - 0000
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F7=AAI F8=Prewrite F10=CC Approval F11=CK Approval F12=Prev	

1. **Special Instructions:** If Special Instructions exist for the Source Customer Number, they will be displayed.

2. **Company Bill To:** This section requires a YES or NO answer. If yes, the Customer Number to be billed, the ID # and other company information are required.

3. **Claim/Pol/PO#:** This section requires the Claim, Policy or Purchase Order Number along with information regarding the Damaged/Stolen Vehicle, Insurance Rate and Shop Information.

NOTE: The function keys will be discussed in detail at the end of this exercise, page 2-14.

Section 2 - Company Bill To

Source Cust# 999999		ID 999
COMPANY BILL TO (Y/N)	Cust#	ID Attn (Company Name**)
Complete If	Name	
Cust # 999999	Street	
	City	ST Zip
	Phone () -	Ext

Key "Y" - Yes in the Company Bill To section. Key your Last Name in the Bill to Cust# field and press F2=Cust List. Key "I" in front of your name on the list. Or press F8=Group to access the Group list if your name is not on the Branch list. This will automatically take you to the Source ID List. Key "I" next to 999 UNKNOWN**.

NOTE: If your name is not on the list, key 999999 as the Cust# and 999 as the ID. Key your name on the Attention Line next to the ID field. The Name and Address section must be completed if 999999 was used as the Customer Number. Key the following if 999999 was used:

Your Name (LAST* FIRST*)
Somewhere Lane
Anytown, USA 12345
Phone Number: 123-456-7890 Ext. 123



to move the cursor to the next section.

Section 3 - Claim/Pol/PO#

CLAIM/POL/PO#		Max Amount
(C/Claimant, I/Insured, T/Theft)		Insured
Loss Date	Car Sale Referral	
SHOP Cust#	Name	Attn
Car Yr	Make/Model	Phone (000) 000 - 0000

Key the Claim # - ABC9876-02. Key the Max Amount to be paid by the insurance company - "17 per day" on the first line and "30 day Max" on the second line. Key an "I" in the selection field for Insured. Key "Sally Brown" as the insured. Key yesterday's date as the Loss Date. Key an "X" if the customer would like their information forwarded to the Car Sales department to be put on the prospective car sale purchaser's list. F2=Cust List to look up a Shop Cust #, X the shop customer. The customer's name and phone # will forward to the screen. Key "Bob" as the contact. Key "94 Chevy Blazer" as the Yr/Make/Model.



to advance to Screen 3. If any errors exist, correct them as you did on the previous screen.

Screen 3 is broken down into four sections.

1			
2	Callback Type	B/S	Adj Svc Cust
3	Calendar Day	24 Hour Day	Specials
4	Sales Tax %	Fuel Charge	Per
	Drop Charge	Drop Location	
	GOVTSCHG	06%	
	AP/ACC	06%	
	LESERTAX	10%	
	ADDLDRVR	2.00 per day	Additional Driver Indicated
F3=Exit F5=Rates/Rules F8=Prewrite F10=CC Approval F11=Check Approval			
F12=Previous			

1. **Special Instructions:** If Special Instructions exist for your Bill To Customer Number, they will be displayed.

2. **Callback Type:** A "Callback" is a service offered to all customers. The rental branch personnel places calls to Body Shops and Service Departments to check the status of the customer's vehicle. Calls are then made to adjustors for extensions and to customers to pass along information (the car is ready, last day the insurance company will pay is XXX, etc.). This section requires the Callback Type to be marked with an "X". The Callback Type will help RALPH distinguish the callback list to which this ticket should be assigned.

3. **Calendar/24 Hour/ Specials:** You can decide here whether billing will be on a Calendar day or 24-hour basis. You can also go to the "Specials" screen by placing an X next to Special.

4. **Taxes and Additional Charges:** This section will display tax information, fuel charges, and additional charges that have been customized by Group/Branch. You can choose what charges apply by simply placing an X in front of the charge. You can also note if a drop charge applies.

NOTE: The function keys will be discussed in detail at the end of this exercise, page 2-14.

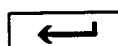
Section 2 - Callback Type

Callback Type	B/S	Adj	Svc	Cust
---------------	-----	-----	-----	------

Key an "X" to mark this ticket as both a B/S and Adj. Callback.

Section 3 - Calendar / 24 Hour / Specials

Calendar Day	24 Hour Day	Specials
--------------	-------------	----------



to move cursor to next line and Key an "X" in the selection field for Calendar Day.

Section 4 - Taxes and Additional Charges

Sales Tax %	Fuel Charge	Per
Drop Charge	Drop Location	
GOVTSCHG	06%	
AP/ACC	06%	
LESERTAX	10%	
ADDLDRVR	2.00 per day	Additional Driver Indicated
F3=Exit	F5=Rates/Rules	F8=Prewrite
F12=Previous	F10=CC Approval	F11=Check Approval

The Sales Tax/Surcharge and Fuel Charges will be preloaded by Ralph. The fields for Drop Charge and Drop Location will remain blank for this exercise. You may see a few other charges in this section. These charges are Group/Branch specific and have been customized by your Group Business Manager.

ENTER

to advance to Screen 4. If any errors exist, correct them as you did on the previous screen.

Screen 4 is broken down into six sections.

1	
CAR TYPE REQUESTED	F5=Rates
RATE QUOTED \$.00	
2	
DATE OUT _____ Time _____	(Start Chgs If Diff Date _____ Time _____)
Cust Ext Date _____ Time _____	
Auth Until Date 000000	
ECAR # _____ 3	License # _____ Or Serial # _____ Not on File _____
RATE .00 /Hour .00/Day .00/Week .00/Month Disc: _____	
MILEAGE _____/Mile After: _____/Day _____/Week _____/Month	
4	
No Charge	
DW .00 /Day	\$136.34 Est Charges
PAI .00 /Day	
SLP 5.99 /Day	
5 DEPOSITS Cash .00 Check .00 CC .00	
6 CALLBACK NOTE	
Update Code _____ Emp# _____ Emp# if Different _____	
F3=Exit	F5=Rates/Rules F6=Units Avl F7=AAI F8=Prewrite
F9=Unit Pend	F10=CC Approval F11=Ck Aprvl F12=Prev F16=Est Chgs

1. **Car Type Requested/Rate Quoted:** This information will be pulled forward from the Branch or National Reservation. If a Car Type was not requested, or a rate was not quoted, NONE will be displayed in this field.

2. **Date Out/Current and Customer Ext:** Today's Date and Time will be supplied by Ralph. Current Ext Date appears if you placed an "X" in B/S, Adj or Service Callback. Customer Ext date appears if you placed an "X" in Customer Callback.

3. **ECAR #:** This section requires an ECAR Number and License or Serial Number to be keyed. You can key this from the key tag or by using F6=Units Available. If the unit information is not available, use F9=Unit Pending. The ticket will print, but you must complete this information, when available, using option 9 on the ECARS Main Menu, "Complete a Ticket".

4. **Rate:** This section requires information regarding the daily rate, along with the mileage limitations and charges. Estimated Charges, Damage Waiver, PAI and SLP daily rates are also included in this section. All rates are examples only. Please check with your Group for correct rates.

5. **Deposits:** This section requires information regarding the deposit to be taken at the time of the rental and how it was received.

6. **Callback Note:** Key a brief note in the Callback Note field, as necessary. This note pulls forward to the Rental Ticket for reference.

NOTE: The function keys will be discussed at the end of this exercise, page 2-14.

Section 1 - Car Type Requested/Rate Quoted

CAR TYPE REQ None
RATE QUOTED None

This information would be pulled from the reservation if available.

Section 2 - Date Out

DATE OUT Time (Start Chgs If Diff Date Time
Curr Ext Date Time
Auth Until Date 000000

← to move cursor to the Current Ext date field. Key today's date. Follow this example: June 10, 1997 should be keyed as 061097. October 02, 1997 should be keyed as 100297.

← to move cursor to the next section.

Section 3 - ECAR

ECAR # License # Or Serial # Not on File

Press F6= Units Available. The following is a partial display of the Units Available Screen.

UNITS NOT RENTED - PPGM							Next Unit	P01844 CCRA16-A
							Next Branch	
Unit-#	License-#	BB	YR	Make	Modl	Sers	Color	Shp Last-Location
X P00174	P00174		94	PONT	BONN	SE4D	WHITE	PPGM NEW STK
P00227	P00227		94	PONT	GPRI	LE4D	GRAY	PPGM

Place an "X" in the selection field to the left of the unit to be rented **ENTER**. The unit information will be pulled forward to the rental ticket and Screen 4 will reappear.

← to move cursor to the next section.

Section 4 - Rate

RATE .00/Day .00/Week .00/Month Disc
MILEAGE /Mile After: /Day /Week /Month
No Charge
DW .00 /Day
PAI .00 /Day \$136.34 Est Charges
SLP 5.99 /Day

1. Key 16.99 **FIELD EXIT** in the Daily rate field. ← ←
2. Key an "X" in the No Mileage Charge field.
3. Key 7 **FIELD EXIT** in the Damage Waiver Field. Key 1 **FIELD EXIT** in the PAI field. SLP amount will be preloaded. **FIELD EXIT** over it to remove the charge.

Section 5 - Deposits

DEPOSITS	Cash	100	Check	.00	CC	.00
----------	------	-----	-------	-----	----	-----

Key 100 **FIELD EXIT** in the Cash field to designate a \$100 Cash deposit.



to move cursor to the next section.

Section 6 - Callback Note

CALLBACK NOTE	1			
2 Update Code		Emp# 55555	Emp# if Different	00000

1. Key a brief note, as necessary.
2. Key your Update code and your 5-digit Employee Number.

ENTER to accept information keyed. Correct any errors, if necessary. The ECARS Training Menu will be displayed when ticket is accepted.

Congratulations!

You have just completed your first rental ticket.
In the "live" ECARS program, the completed rental ticket would print from the DR Ticket Printer.

FUNCTION KEYS FOR OPTION 1 - OPEN A TICKET

Listed on the bottom portion of each screen are several Function (F) keys. Each one performs a function that may be used while opening a ticket.

<u>F2 = Cust List</u>	Displays a list of customer names and numbers that are to be used for sourcing and/or billing.
<u>F3 = Exit</u>	Return to ECARS Main Menu.
<u>F4 = ID List</u>	Displays a list of ID numbers for individual adjustors, agents, etc. for each customer number.
<u>F5 = Rates/Rules</u>	Allows access to Rates/Rules in Special Instructions for that customer.
<u>F6 = Units Avl</u>	Displays list of all units available for rent and in the shop.
<u>F7 = AAI</u>	Allows access to the Inquiry Programs.
<u>F8 = Prewrite</u>	Allows a daily rental ticket to be written when only a portion of the ticket information is available.
<u>F9=Clr RntrID (Screen 1)</u>	Allows you to clear existing customer information from fields so you can key new information.
<u>F9 = Unit Pend (Screen 4)</u>	Allows a daily rental ticket to be written without keying the unit information.
<u>F10 = CC Approval</u>	Allows access to the credit card swipe window for deposits, authorizations, payments, etc.
<u>F11 = CK Approval</u>	Allows access to the check authorization window.
<u>F12=Prev</u>	Allows access to the previous screen.
<u>F13=Insurance</u>	Allows access to a screen to key Renter's insurance coverage information.
<u>F14=Credit Ck</u>	Allows access to a screen to key Renter's credit information.
<u>F16 = Est Chgs</u>	Displays an estimated calculation of charges when opening a ticket for accurate credit card authorization and charge procedures.
<u>F21=ID Rntr</u>	Allows you to locate previous renter information without exiting the reservation.
<u>F23=More Keys</u>	Allows you to display function keys that are not shown when the screen is in the original display mode.

EXERCISE 3 OPEN A TICKET - 24 HOUR

This exercise will guide you through Option 1 - Open a Ticket for a 24 hour clock. Be sure to follow the format exactly as stated in this workbook. This ticket will be used again later!

If the ECARS Training Menu is not still on the screen from the previous exercise, key AART01 on the Enter Request line **ENTER**. The ECARS Training Menu will appear.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM CCRIMU-A

① - Open A Ticket	11 - Reservations
2 - Correct A Ticket	12 - Callbacks
3 - Switching Units/ Changing Rates	15 - Cash Management
5 - Closing A Ticket	

(TICKET SERVICES)

10 - Open Ticket X-Ref Name _____ Or Ticket# 000000

1 Option# _____ D# 000000 Branch GM

2 Name _____ 3 Home Phone # () _____ Res# _____
DL# _____ ST/PROV _____

Cmd1=Exit Cmd8=Lease Cust

1. Option Field: Key Option Number 01.
2. Name: Key the first 3 letters of your favorite celebrity's last name in this field.
3. Home Phone #: Do NOT key a Home Phone Number or Driver's License Number this time.

ENTER to accept the information keyed and advance to the next screen.

Locate and "X" your favorite celebrity's reservation you previously created. This information will forward to the ticket.

CMD 1 Exit to Enter Request Prompt.

CMD 8 Lease Customer. Information about renting to Lease Customers.

Once again, information that was keyed into the reservation should have forwarded to the rental ticket. If not, key information as necessary.

Section 2 - Renter Information

1	RENTAL TYPE	R	(I/B/D/R/C/O)	2	Source Cust #	999999	ID	
	Name	3					(Last*First*)	
	Street	4						
	City	5		ST		Zip		
	Home Phone	()				6		
	Office Phone	()				Ext		Employer
	Other Phone	(000)	000		0000	7	Description	
	Local Addr	8						

1. Key R - Retail for Rental Type.
2. Key 999999 as the Source Customer # **TAB RIGHT**. Key 999 as the ID.
3. Key your favorite celebrity's name as the renter. Last Name* First Name*. To key an asterisk, press and hold the **SHIFT** key while pressing the 8* key.
4. **←** to move the cursor to the next line and key your address.
5. **←** to move the cursor to the next line and key the City. **TAB RIGHT** to move the cursor to the next field and key the State abbreviation. Key the Zip Code. **←**
6. Key Home and Work Phone Numbers. Don't forget to include the Area Code. If the extension is 4 digits or less in length, key the Extension. Key your Employer Name.
7. **←** to move cursor to next line and Key Other Phone Number (include area code) and Description, as needed.
8. **←** to move the cursor to the next line and key the Local Address of the renter if other than their home.
- ←** to move cursor to the next section, if necessary.

Section 3 - Driver License


1	DL#	123456789	2	ST MO	Expires	052594	3	DOB	032760	SSN#	
4	Height	6 02	Weight	175	Eyes	BROWN	Hair	BLONDE			

1. Key the Driver License Number (no spaces are necessary).
2. **TAB RIGHT** and key the State abbreviation and Expiration Date.
3. Key the Date of Birth and the Social Security Number, if it has not already been preloaded.
4. Key Height, Weight, Eye Color and Hair Color.

← to move cursor to the next section, if necessary.

Section 4 - Additional Driver

ADDITIONAL DRIVER (Y/N)	¹ Y	Driver Name	TIM HILLMAN		Age	² 25
Addr	3	Lic#	4	St	Exp	

1. Key Y - Yes for an additional driver. Key the name of a family member or friend.
 2. **TAB RIGHT** to move the cursor to the next field. Key the Age of the additional driver. If you do not know the exact age, but know they meet the age requirement, key 25
 3. Key Additional Driver Address.
 4. **TAB RIGHT** to move cursor to next field. Key Additional Driver License Information.
-  to move cursor to the next section, if necessary.

Section 5 - Out of State

OUT OF STATE (Y/N)	<u>Y</u>	ILLINOIS
--------------------	----------	----------

Key Y - Yes, and key the State(s) to which the renter plans to travel.

Press **ENTER** to accept the information keyed and advance to Screen 2. RALPH will scan the information you have keyed from top to bottom. If any errors exist, or if a field has been left blank, an **ERROR MESSAGE** will be displayed. This message will explain exactly what needs to be corrected and the cursor will be placed at that field. See the section on **ERROR MESSAGES** for more information.

Make any necessary corrections and press **ENTER** again. Repeat this procedure until Screen 2 appears.

Section 2 - Company Bill To

Source Cust# 999999		ID 999
COMPANY BILL TO (Y/N) <input checked="" type="radio"/> N		Cust# _____ ID _____ Attn _____
Complete If	Name _____	(Company Name**)
Cust # 999999	Street _____	
	City _____	ST _____ Zip _____
Phone (_____)	-	Ext _____

Key N - No. There will be no company billing for this exercise.



to move the cursor to the next section.

Section 3 - Claim/Pol/PO#

CLAIM/POL/PO# _____		Max Amount _____
(C/Claimant, I/Insured, T/Theft) _____		Insured _____
Loss Date _____	Car Sale Referral _____	
SHOP Cust# _____	Name _____	Attn _____
Car Yr _____	Make/Model _____	Phone (000) 000 - 0000

This section will remain blank for this exercise since there is not a direct bill set up.



to advance to Screen 3. If any errors exist, correct them as you did on the previous screen.

Section 2 - Callback Type

Callback Type B/S Adj Svc Cust

Key an "X" to mark this ticket as a Customer Callback.

Section 3 - Calendar / 24 Hour / Specials

Calendar Day 24 Hour Day Specials

TAB RIGHT

to move cursor to next field an Key an "X" in the selection field for 24 hour.

Section 4 - Taxes and Additional Charges

Sales Tax %	Fuel Charge	Per
Drop Charge	Drop Location	
GOVTSCHG	06%	
AP/ACC	06%	
LESERTAX	10%	
ADDLDRVR	2.00 per day	Additional Driver Indicated

F3=Exit F5=Rates/Rules F8=Prewrite F10=CC Approval F11=Check Approval
F12=Previous

The Sales Tax/Surcharge and Fuel Charges will be preloaded by Ralph. The fields for Drop Charge and Drop Location will remain blank for this exercise. You may see a few other charges in this section. These charges are Group/Branch specific and have been customized by your Group Business Manager.

ENTER to advance to Screen 4. If any errors exist, correct them as you did on the previous screen.


Section 1 - Car Type Requested/Rate Quoted


CAR TYPE REQ	None
RATE QUOTED	None

No information is available for this exercise.

Section 2 - Date Out

DATE OUT	Time	(Start Chgs if Diff	Date	Time
		Cust Ext	Date	Time

 to move cursor to the Cust Ext Date field. Key today's date. The other fields in this section will remain blank for this exercise.

 to move cursor to the next section.

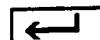
Section 3 - ECAR

ECAR #	License #	Or Serial #	Not On File
--------	-----------	-------------	-------------

Press F6=Units Available. The following is a partial display of the Units Available Screen.


UNITS NOT RENTED - PPGM								Next Unit P01844 CCRA16-A	
								Next Branch _____	
Unit-# License-# BB Yr Make Modl Sers Color								Shp Last-Location	
P00174 P00174 94 PONT BONN SE4D WHITE								PPGM NEW STK	
X P00227 P00227 94 PONT GPRI LE4D GRAY								PPGM	

Place an "X" in the selection field to the left of the unit to be rented **ENTER**. The unit information will be pulled forward to the rental ticket and Screen 4 will reappear.

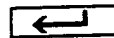
 to move cursor to the next section.

Section 4 - Rate

RATE	1	.00 /Hour	.00 /Day	.00 /Week	.00 / Month	Disc: 8
MILEAGE	2	/Mile After:	/Day	/Week	/ Month	
		No Charge.				
	3	DW	.00 /Day			
		PAI	.00 /Day			
		SLP	.00 /Day			

1. Key 6 **FIELD EXIT** in the Hourly Rate field. Key 24.95 **FIELD EXIT** in the Daily Rate field. The Weekly and Monthly Rate fields will remain blank for this exercise. The field for Discount will remain blank also. 

2. Key 25 in the Mileage Charge field. Key 100 in the Per Day Mileage Allowance field. Weekly, Monthly and No Charge will remain blank.



to move cursor to Damage Waiver/Day Field.

3. Key 9 **FIELD EXIT** in the Damage Waiver field. Key 1 **FIELD EXIT** in the PAI field.

FIELD EXIT over the SLP amount to remove it.

Section 5 - Deposits

The Deposit will be a \$200.00 Authorization by Credit Card. Press F10=CC Approval. The following Pop-Up Window will appear.

```
SWIPE CARD NOW
OR PRESS ENTER

Cmd1=Exit
```

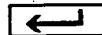
Swipe a credit card (MC, AMX, VISA, DISC). This is the training system, no records will be produced, so you may use your own credit card. Once the card is swiped, the next screen will appear *but* if the credit card was NOT swiped, press **ENTER** for the next screen.

```
CREDIT CARD APPROVAL
CC# _____ Exp Date 0000
CC holder _____
Trans Type _____ Amount $ _____ .00
A-Auth _____ X-Imprint Only
B-Sale _____

Auth# _____ (required for call-ins)

Cmd1=Exit Cmd12=Prev Help Enter=Cont
```

If the card was swiped, the CC #, Exp. Date and Card Holder Information will be displayed. If you pressed **ENTER**, key the information. Key "A" - authorization as the transaction type. Key \$200.00 as the amount. **ENTER** to accept the information and return to the ticket. The information from the swipe window will forward to the ticket.



to move cursor to the next section.

Section 6 - Callback Note

```
CALLBACK NOTE 1
Update Code _____ Emp# 00000 Emp# if Different 00000
2
```

1. Key a brief note, as necessary.
2. Key your Update Code and five-character Employee Number.

ENTER to accept information keyed. Correct any errors, if necessary. The ECARS Training Menu will be displayed when ticket is accepted.

CONGRATULATIONS! You have just completed your second rental ticket. In the "live" ECARS program, the completed rental ticket would print from the DR Ticket Printer.

Two down, one to go!

EXERCISE 4 SPECIALS

Exercise 4 will guide you through opening a ticket with a Weekend/Holiday special rate. You will be the renter.

Use Option 1 - Open a Ticket and complete Screens 1,2 and 3. In the section "Calendar/ 24 Hour/ Specials,"

"X" 24 hour and Specials **ENTER** . The following screen will appear.

WEEKEND SPECIAL RATES					
1	START SPECIAL	Date: 051195	Time 0925 AM	OR	Date _____ Time _____
	END SPECIAL	Date _____	Time _____		
2	DAILY SPECIAL	Rate _____ / Day			
		Miles _____ / Day	OR		No Charge
	***** OR *****				
	PACKAGE SPECIAL	Rate _____ / Pkg			
		Miles _____ / Day	OR		No Charge
F3=Main Menu F5=Rates/Rules F7=AAI F12=Previous					

Two Options are available for Special Rates.

Option 1 - Daily Special.

Option 2 - Package Special (one price charged for a specific number of days and miles).

1. Key an X in the slot to the left of the current date and time. If you wanted to start the special at a date/ time other than the current date/time, you could key the appropriate date/time in the field provided. Key the date and time that the special will end.

The Start and Stop Dates are very important, especially if the renter has the vehicle for any length of time before or after the Special Rates apply.

For this exercise, we will use a daily rate of \$19.95 per day/100 miles per day.

2. Key the Rate and Mileage information in the appropriate fields in the section for Daily Special.

ENTER Screen 4 for a 24 hour rental will appear.

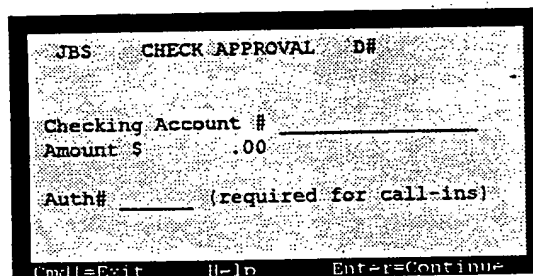
F3=Main Menu.	Return to the ECARS Main Menu.
F5=Rates/Rules.	Allows access the Rates/Rules Screen.
F7=AAI.	Allows access to inquiry programs.
F12=Previous	Returns to the previous screen.

It is imperative that this screen be completed. The customer must be notified that if they have the vehicle BEFORE or AFTER the Special Rates apply, they will be charged the Regular Daily Rate for that vehicle. These rates will be printed on the rental contract along with the Special Rates.

NOTE: Only one special rate is allowed per rental contract. If the customer has more than one applicable special, the contract must be closed and a new contract opened reflecting the new special.

Complete Screen 4 - Unit, Rate and Damage Waiver/PAI information. Use \$8.00 as the hourly rate and \$32.95 as the Daily Rate with 100 free miles - overmileage at 25 cents per mile.

A deposit of \$100.00 will be taken by check for this rental. Press F11= CK Approval. The following Pop-Up Window will appear. Your Group may or may not use a Check Approval Service on a daily basis.



The driver's license number, state and expiration date will be pulled forward from the rental contract. If the customer issuing the check is not the renter, key the new driver's license information.

Key the amount of the check **ENTER**. The window will return stating the check has been authorized, along with the authorization number. **ENTER** to return to the daily rental contract.

Resume keying any information needed **ENTER** to complete the ticket.

Congratulations!

You have now successfully opened a daily rental ticket for each of the rental ticket categories;
24 hour, Calendar Day and Specials.

EXERCISE 5 OPEN TICKET CROSS REFERENCE

Exercise 5 will show you how to look up an open Daily Rental Ticket by Name or Ticket #. This option is very helpful for identifying Gpbr, Unit Number and License Number information.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM
CCRTMU-A

1 - Open A Ticket 11 - Reservations

2 - Correct A Ticket

3 - Switching Units/
Changing Rates 12 - Callbacks

5 - Closing A Ticket 15 - Cash Management

(TICKET SERVICES)

⑩ - Open Ticket X-Ref

**TRAINING
SYSTEM**

2.

A
Name SMITH

B
Or Ticket# 000000

1. Option#

D# 000000 Branch GM

Name Home Phone # () -

Res#

DL#

ST/PROV

Cmd1=Exit Cmd8=Lease Cust

1. Key Option # 10. TAB LEFT to position the cursor in the selection field to the right of the Option Number. See the box marked on the example.
2. The customer's last name is keyed in Field A. If the ticket number is known, but not the customer name, key the ticket number in Field B. For this exercise, key your last name in Field A ENTER. The following screen will appear.

NEXT CUSTOMER
Key customer's name here to look up another ticket
CCRA14-

Customer Name	GPBR	Ticket	Unit #	License #
SMITH* ROBERT*	PPGM	999007	P00224	P00224

Cmd1=Return Cmd3=Main Menu Cmd7=AAJ

The Open Ticket Cross Reference displays the customer's Name, Gpbr, DR ticket number, Unit # and License #.

You may look up another ticket from this screen. Key your favorite celebrity's last name in the section marked Next Customer and press ENTER. RALPH will locate that name and display the information.

Write down the numbers of all the tickets you created. Return to the Training Menu by pressing

CMD 1

000400 000400 000400

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM
CCRTMU-A

1 - Open A Ticket 11 - Reservations

2 - Correct A Ticket 12 - Callbacks

3 - Switching Units/
Changing Rates 15 - Cash Management

5 - Closing A Ticket

**TRAINING
SYSTEM**

(TICKET SERVICES)

10
- Open Ticket X-Ref

2. A

Name SMITH

B

Or Ticket# 000000

1. Option# D# 000000 Branch GM

Name

SSN#

Res#

DL#

ST/PROV

Cmd1=Exit Cmd8=Lease Cust

Look up the ticket by keying the daily rental ticket number.

1. Key Option # 10.

2. Key the daily rental ticket number in Field B. ENTER The following screen will appear.

NEXT TICKET # Key the next Ticket # here
CCRA14-

Ticket	GPBR	Customer Name	License #	Unit #
999007	PPGM	SMITH* ROBERT*	P00224	P00224

Cmd1=Return Cmd3=Main Menu Cmd7=AAI

The Ticket Number, Gpbr, Customer Name, License # and Unit # are displayed.

To look up another ticket from this screen, key the ticket number in the section Next Ticket Number ENTER RALPH will locate and display the information.

CMD 1=Return Return to ECARS Training Menu. In the "live" ECARS System, CMD 1 recalls the Ticket Services Menu.

CMD 3=Main Menu Main Menu. In the Training System, CMD 3 returns the Training Menu. The "live" system will return to the Main ECARS Menu.

CMD 7=AAI. AAI. Access Inquiry programs.

EXERCISE 6 CORRECT A TICKET

Option 2 - Correct a Ticket, allows you to correct/add/delete information on an open Daily Rental Ticket. This option is most commonly used to add claim information, shop information, additional drivers, etc. This option is NOT used to switch units or change rates.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM CCRTMU-A

1 - Open A Ticket 11 - Reservations
② - Correct A Ticket 12 - Callbacks
3 - Switching Units/
Changing Rates 15 - Cash Management
5 - Closing A Ticket

(TICKET SERVICES)

10 - Open Ticket X-Ref Name SMITH Or Ticket# 000000

Option# D# 999007 Branch GM

Name Home Phone # () Res#
DL# ST/PROV

Cmd1=Exit Cmd8=Lease Cust

TRAINING SYSTEM

1. Key Option # 02.

2. Key the Daily Rental Ticket Number (use the lowest ticket number from Exercise 5 - Open Ticket Cross Reference).

ENTER to accept the information and advance to the Correct a Ticket screen.

Screen 1 is very similar to that of Option 1 - Open a Ticket.

Screen 1

RENTER INFORMATION Rental Type B (I/B/D/R/C/O) Source Cust# 999999 ID 999
Name SMITH* ROBERT* (Last*First*)
Street 123 MAIN STREET
City ANYTOWN ST MO Zip 63141
Home Phone (000) 000 - 0000 Office Phone (555) 555 - 5555 Ext 5555
Other Phone (000) 000 - 0000 Local Address
Driver License 123456789 State MO Expires 052596
DOB 091925 Height 6 02 Weight 175 Eyes BROWN Hair BLONDE
SSN # 555 55 5555 Employer
Additional Driver (Y/N) Y Driver Name JOHN JONES
Driver Address Age 32
Driver License State Expires 000000
Out Of State (Y/N) N
Company Bill-To (Y/N) N Cust# ID Attn
Complete If Name (COMPANY NAME**)
Cust# 999999: Street
City ST Zip
Phone (000) 000 - 0000 Ext 0000
F2=Cust List F3=Exit F4=ID List F7=AAI

Screen 1 includes the sections:

Renter Information
Additional Driver
Company Bill To

Driver License
Out of State

Any information on this screen may be changed by keying directly over what is displayed. Information may also be added or deleted if necessary. **ENTER** to accept changes/additions/deletions and advance to Screen 2..

- F2** Customer List.
- F3** Exit to Main Menu.
- F4** ID List.
- F7** AAI. Access Inquiry programs.

Screen 2

Current Rate Effective On 06/13/97

Bill-To

Attn

Claim/POL/PO#

(C/Claimant, I/Insured, T/Theft)

Loss Date 000000

Insured

SHOP:

Cust#

Name

Attn

Car Year 93

Make/Model BUICK/REATTACNV

Phone# (000) 000 - 0000

Surcharge \$

5.850

Fuel Charge

5.00 Per RENTAL

Drop Charge

5.00

Drop Location

Airport Access

1.000 \$

SLP

2.00 /DAY

ADD DRIV

1.00 /DAY

Emp#

F2=Cust List F3=Exit F7=AAI F12=Previous

Screen 2 includes the sections:

•Current Rate Effective Date

•Additional Charges

•Claim/Policy/PO#

•Employee Number

Any information may be changed by keying directly over what is displayed. Information may also be added or deleted if necessary.

Add a \$5.00 drop charge and key the Gpbr Number of another branch in your Group as the drop location.

Key your 5-digit Employee Number.

ENTER to accept information.

F2

Customer List.

F3

Exit to Main Menu.

F7

AAI. Access Inquiry programs.

F12

Previous Screen.

EXERCISE 7 SWITCHING UNITS/CHANGING RATES

This exercise will show you how to switch units and/or change rates on an open Daily Rental Contract. Use the ticket # from Exercise 3 - Open a Ticket, 24 Hour.

On the ECARS Training Menu Screen:

1. Key Option # 3.
2. Key the DR Ticket Number.

ENTER The following screen will appear.

1		D# 999011		Renter SMITH* ROBERT*		RA03A	
SWITCHING UNITS							
UNIT 1	DC0232	DATE/TIME OUT	022296	0835 AM	START MILES	45000	
		DATE/TIME IN	022296	0530 PM	END MILES	45101	
Old unit returned here _____ or to _____							
New unit _____		License # _____		OR Serial # _____		Not on file	
New unit date out _____		Time out _____					
2							
CHANGING RATE-1		Original: 2/22/94		8:35 AM		Current: 2/24/96 1:31 PM	
New rate effective date _____		Time _____					
Calendar day _____		24 Hour Day X		Special _____		Discount 00%	
Rate _____		6.00 /Hour		24.95 /Day		.00 /Week .00 /Month	
Mileage @ 25 /Mile after _____		100 /Day		0 /Week		0 /Month X No Charge	
Damage waiver/Day _____		9.00		PAI/Day		1.00	
Cmd1=Return Cmd4=Units Avail Cmd5=Spec Cmd6=Rate Cmd7=AAI Cmd10=Prev Miles							

The screen is divided into 2 major sections.

1. **Switching Units:** The portion of the screen above the current date and time is used to switch units.
2. **Changing Rates:** The lower portion of the screen, below current date and time, is used to change rates.

Either one or both options may be used.

NOTE: The command (function) keys will be discussed at the end of this exercise, page 7-4.

SWITCHING UNITS

D# 999011		Renter SMITH* ROBERT*		1 Emp# _____		RA03A	
SWITCHING UNITS 2							
UNIT 1	DC0232	DATE/TIME OUT	022294	0835 AM	START MILES	45000	
		DATE/TIME IN	022294	0530 PM	END MILES	45101	
3 Old unit returned here _____ or to _____							
New unit _____		License # _____		OR Serial # _____		Not on file _____	
New unit date out _____ Time out _____							

1. Key your five-character Employee Number.
2. Key the returning unit's START and END miles.
3. Key an "X" to indicate the unit is returning to the renting branch (OR key the Gpbr #, etc. if unit is returning to another location). Key the new Unit, License Number, and Serial Number (if known).
CMD 4 = Units Available may be used (see page 3-5).
4. Key the Date and Time the unit switch becomes effective. If the original date and time are keyed, the Unit History for the first unit will be deleted, and unit two will be the first unit on file for this daily rental ticket.

CHANGING RATES

CHANGING RATE-1 Original: 6/01/94 8:35 AM Current: 6/02/94 1:31 PM			
1			
New rate effective date _____		Time _____	
Calendar day 24 Hour Day X	Special _____	Discount <u>00%</u>	
2			
Rate <u>6.00</u> /hour	<u>24.95</u> /day	<u>.00</u> /week	<u>.00</u> /month
Mileage @25 (/mile after <u>100</u> /day		<u>0</u> /week	<u>0</u> /month N/C
3			
Damage Waiver /day <u>9.00</u>	PAI/day <u>1.00</u>		
Cmd1=Return Cmd4=Units Avail Cmd5=Spec Cmd6=Rate Cmd7=AAI Cmd10=Prev Miles			

1. Key the Date and Time the rate change becomes effective. Calendar Day, 24 hour and Special may be changed by keying X, if necessary. A Special Rate may be added/deleted, e.g.: daily rate or package rate. Do not update that information for this exercise.
2. Change the Daily Rate to \$32.99 per day, mileage will stay the same.
3. Damage Waiver and PAI may be added/deleted/changed.

ENTER to accept information.

Congratulations!

You have finished learning Exercise 7 - Switching Units/Changing Rates. Do NOT press **ENTER**. Turn to the next page and review the "Command" keys applicable to this section.

COMMAND KEYS FOR OPTION 3 - SWITCHING UNITS/CHANGING RATES

Listed on the bottom portion of each screen are several Command (CMD) keys. Each one performs a function that may be used while switching units or changing rates.

Cmd1=Return

Allows you to exit and return to the ECARS Training Menu Screen.

Cmd4=Units Avail

Displays a list of Branch Units available to rent.
See example window below.

UNITS NOT RENTED - PDAC									
								Next Unit	
								Next Branch	
Unit #	License #	BB	Tr	Make	Modl	Sers	Color	Shp	Last Location
DC0075	DC0010			94	GEO	METR	2DRH	RED	8899
DC0006	DC0006			94	NLSN	SENT	XE2D	GRAY	Service

Cmd1=Return Cmd3=Main Menu Cmd7=AAI BB=Buyback No Units Available

To view other Branch "Units Not On Rent" just key the desired branch number in the upper right hand corner and **ENTER**. Available units will display.

Cmd5=Spec

Allows you to create special rental rates. e.g., Weekend Specials, Promotions, etc. See example window below.

CHANGING RATE-1		Original:	6/01/94	8:35 AM	Current:	6/02/94	11:29 AM
Special Rental Rate Applies From Start Date _____ Time _____							
To Stop Date _____ Time _____							
OPTION 1							
Rate .00 /Day							
Mileage 0 0 /Mile After 0 /Day No Charge							
... OR ...							
OPTION 2							
Package Rate .00 Includes 0 Miles Excess 0 0 /Mile OR No Charge							
NOTE: SPECIALS CAN ONLY BE ADDED IN THE FIRST RATE SEGMENT							
Cmd1=Return Cmd7=AAI Cmd12=Previous Screen							

Key the Start Date and Time the special rate is to begin. Choose Option 1 or Option 2, as needed.

Option 1 requires new Rate (per Day and per Mile). Key X in No Charge field, if mileage is waived.

-OR-

Option 2 requires Package and Mileage Rate specifications. Again, key X in No Charge field, if mileage is waived.

Cmd6=Rate

Displays current rental Rate History on top portion of screen, followed by previous rate history information: Date and Time charges started, Rate/per Day, Mileage (unlimited or charged), Damage Waiver or PAI purchased.

RATE HISTORY		Ticket # D026921	PPGM	CCRH1R-D
C	Start Charges	02/20/94	10:00 AM	
U	Current rate	6.00/Hour	32.99 /Day	
R	Free Miles	100 /Day		
R	Damage Waiver	9.00 PAI	1.00 Excess Miles At 25 MI	¢

	Start Charges	02/22/94	08:30 AM	
	Rate	6.00/Hour	24.95 /Day	
	Free Miles	100/Day		
	Damage Waiver	9.00 PAI	1.00 Excess Miles At 25 MI	¢

Cmd1=Return Enter=Previous Screen				

Cmd7=AAI

Allows access to the Inquiry Programs.

Cmd10=Prev Miles

Allows you to change previously keyed mileage.

EXERCISE 8 CALLBACKS

Exercise 8 will guide you through Option 12 - Callbacks - to view or update Open Rental Tickets and Reservations for your Branch or for another Branch on your machine. Also, the callback history will remain with the ticket after it has been closed. This is helpful if you have an adjustor or customer who has a question about a closed rental ticket.

ECARS - ENTERPRISE COMPUTER ASSISTED RENTAL SYSTEM

CCRTMU-A

TRAINING
SYSTEM

- 1 - Open A Ticket
- 2 - Correct A Ticket
- 3 - Switching Units/
Changing Rates
- 5 - Closing A Ticket

- 11 - Reservations
- 12 - Callbacks**
- 15 - Cash Management

(TICKET SERVICES)

10 - Open Ticket X-Ref Name _____ Or Ticket# 000000

Option# _____ D# 000000 Branch AC

Name _____ Home Phone # () - Res# _____

DL# _____ ST/PROV _____

Cmd1=Exit Cmd8=Lease Cust

On the ECARS Training Menu, key #12 on the line following Option #. ENTER. The Callback Menu Screen will appear. (See example screen on following page).

NOTE: It is very important that you pay attention to detail while keying or updating all callback information. It will eliminate problems if you are careful at the start.

Turn to the next page and learn all about the Callback System.
Good Luck!

Callback Menu Screen

CALLBACK MENU		AACB01-1
1		
OPEN TICKETS FOR GPBR PPGM AS OF 060694		
2		
REVIEW TICKETS NEEDING EXTENSIONS		
<input type="checkbox"/> BODY SHOP <input type="checkbox"/> ADJUSTOR <input type="checkbox"/> CUSTOMER CASH/CHECK ONLY (Section 1) <input type="checkbox"/> SERVICE <input type="checkbox"/> ALL OR BY NAME (REGARDLESS OF EXTENSION)		
REVIEW BRANCH RESERVATIONS		(Section 2)
CALLBACKS -OR- INCOMPLETE RESERVATIONS <input type="checkbox"/> NO-SHOWS FOR DATE 120496 TIME GPBR PPGM or GP <input type="checkbox"/> NO-SHOWS FOR NAME GPBR PPGM or GP		
F3=Main Menu F7=AAI		

There are 2 Callback Sections: Open Rental Ticket Extensions and Branch Reservations.

1. Open Tickets: RALPH automatically supplies your Group/Branch Number and current date. To access another branch's tickets you may type their Group/Branch Number directly over yours. The same applies for the date. If you would like to see the callbacks for a different extension date, key that date over the date shown.

2. Review Tickets Needing Extensions: This section requires you to select an option - to review tickets needing extensions by: Body Shop, Adjustor, Customer, Service, All, or Specific Name.

NOTE: Most of the time you will want to look at the Body Shop calls first to find out the status of the customer's car. Next, you would make the Adjustor calls to relay messages from Body Shops. In some cases you will want to make the Service calls before the Adjustor calls. Finally, you will want to make the Customer calls to tell them what both the Body Shops and Adjustors told you.

-OR-

3. Review Branch Reservations: This section requires you to select an option - to review Incomplete Reservations or Reservation No-shows, as needed.

NOTE: The function keys will be discussed in detail at the end of this exercise, page 8-19.



Now, let's take a closer look at Section 1 - Review Tickets Needing Extensions. To start, key X to select Body Shop calls on the Reservation Menu Screen. **ENTER** to prompt the associated screen, shown below.

Section 1 - Body Shop

BODY SHOP CALLS				5 Print (Y or N) N
1	2	3	4	5 # OF CALLS
NEXT SHOP				
	AAA AUTO BODY	AA2134		007
	ABC BODY SHOP	999999	999-999-9999	003
	ALFRED'S AUTO BODY	123456	888-888-8888	003
	ALLEN'S AUTO BODY		777-777-7777	002
	BILL'S REPAIR PLACE		889-898-9898	001
	DODGE WORLD		666-666-6666	002
	ELCO CHEVROLET		333-333-3333	006

Cmd1=Exit Cmd7=AAI Roll=Forward/Back

The Body Shop Screen lists all body shops alphabetically, including phone numbers and the number of calls to be made to that shop.



1. Next Shop (optional) - Key the Shop Name you chose when you opened the Calendar Day ticket. Press **ENTER**. The next list will appear. - OR -
2. Shop Name - Key X by the Shop Name you had entered.  to move cursor down the list of names, as needed. Press **ENTER**. The Body Shop Selection Screen will appear, listing customers who are having their cars repaired at that particular shop. See example screen on the following page.
3. Shop Number - Displays shop Customer Number.
4. Shop Phone Number.
5. Number of Calls - Displays number of calls to be made to Shop.
6.  to move cursor to top right of screen. To Print a copy of the Body Shop Callback Screen, key Y=Yes over default N=No.

Reminder! Use your roll-up and roll-down keys to scroll backward or forward through Shop listings.

Section 1 - Body Shop Selection Screen

BODY SHOP CALLS				11	CB07-1	PRINT (Y OR N) (11)		
1 BODYSHOP**		3 987-654-3210 9999999	4 YEAR/MAKE/MODEL	5 TICKET#	6 GR/BR	7 EXT DATE	8 CURRENT	9 STATUS
2 _ ABLE*	ALICE*	94 FORD TAURUS	* D027415	0101	06/15/94	DO	DO	
		Notes 10						
2 _ DAVIS*	TOM*	95 FORD MUSTANG	* D027419	0101	06/17/94	DO	DO	
		Notes						
2 _ JONES*	SUE*	90 CHEVY LUMINA	* D027420	0101	06/20/94	DO	DO	
		Notes						


* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD
 Cmd1=Exit Cmd7=AAI Cmd12=Previous ROLL=Forward/Back


- Displays Body Shop Name/Phone Number and 6-digit Customer Number.
 - Customer Name - Key X by your name.  to move cursor down the list of names, as needed. Press **ENTER**. The selected Body Shop Detail Screen will appear. See example screen on the following page.
 - Displays Customer Number.
 - Displays Year/Make/Model of customer vehicle.
 - Displays Rental Ticket Number. An extension flag (*) indicates ticket has an extension date that is more than 2 days old. Definitely make all extension flags a priority!
 - Displays Group and Branch Numbers.
 - Current Ext. Date - Displays current extension of specific rental ticket.
 - Callback Status Body Shop - Displays shop callback status - **LM** (Left Message), **DO** (Make Call), **OK** (Call Made).
 - Callback Status Adjustor - Displays adjustor callback status - **LM** (Left Message), **DO** (Make Call), **OK** (Call Made).
 - Notes - Key Body Shop notes. Notes will forward to Body Shop Detail Screen.
- NOTE:** You must still go into each detail screen and update the callback status (LM/DO/OK) for each customer, even after keying notes.
-  to move cursor to top right of screen. To Print a copy of the Body Shop Selection Screen, key Y=Yes, over default N=No.

Section 1 - Body Shop Detail Screen

BODY SHOP CALLBACK DETAIL - D100096		CB50-1
DATE OUT 06/10/97 8:19AM	1 CURR EXT 06/15/97 CUST EXT 06/15/97	
CUSTOMER DAVIS* TOM*	HOME PHONE# 333-333-3333	
RATE 15.00 /DAY	OFFICE PHONE# 333-343-3434 EXT 2323	
	OTHER PHONE# 333-343-3435	
BILL-TO Y BILL-TO CUST# 999999	2 SHOP# 9999999 FRANK'S AUTO BODY	
BILL-TO NAME LENKMAN* JANE*	PHONE# 314-456-9870	
PHONE# 212-212-2121 EXT7896	ATTN Bob Brown	
ID/ATTENTION 999 JANE LENKMAN	YEAR 94 MAKE/MODL ACURA INTEGRA	
CLAIM/POL/PO#	LOSS DATE 000000	
MAX AMOUNT 25.00	INSURED	
NEW INFO EMP# 3		
06/10/94 11:41 AM RENTAL EXTENDED UNTIL 06/13/94 BY TS 74024		
06/13/94 9:00 AM PROBLEM GETTING PAINT TO DRY 75026		
STATUS LM X DO OK 4	5 CALLBACK TYPE X B/S X ADJ SVC CUST	
EXTENSION DATE BY 6		
LAST DAY BY 7		
F2=Cust List F3=Exit F4=ID List F5=Open Ticket F6=Chgs To Date		
F7=AAI F8=Update Tkt F9=Callback Notes F10=Receipt Depos Roll=Fwd/Back		
F12=Previous F13=Insurance F14=Credit Check F15=Reservation		

Any background information you need to know about the renter is available on this detail screen.

1. Customer Information - Displays Ticket Number, Rental Date and Time Out, Current approved Extension Date, Renter's Name, Renter's home/office/other Phone, plus Rate the renter is being charged.
2. Bill-to Information - Displays the Bill-to Customer Number, Company Name, Phone Number and Extension, ID Number, Attention Name, Claim/Policy/P.O. Number, and Max Amount Bill-to Customer Number will pay. Also, Repair Shop's Customer Number and Name, Phone Number, Contact Person's Name at the Shop, Year/Make/Model of renter's vehicle, Loss Date, and Insured's Name is listed  to move cursor through the fields. To change ticket information, press F8=Update Tkt, then key new information over the existing information.
3. New Information - Displays all callback information to date. This is the *most important* and utilized part of the Callback System. RALPH automatically displays a record of all previous callback messages, date and time call was made, and employee number of the person who made the call. This record remains in the callback history of the closed ticket, for future reference. Use roll-up and roll-down keys to scroll backward and forward through the previous records, as needed.

NOTE: To enter *new* information received from a current call,  to move cursor, key your employee number in the "EMP#" field highlighted above. Key new information, "Body Shop said it will take 3 more days."

Screen description continued on the following page.

4. Callback Status - Displays three choices from which you must select one. to move cursor, key X for either LM - Left Message, DO - Make Call (if you have to make the call again), or OK - Call Made and Updated.

NOTE: OK - allows RALPH to temporarily take the ticket off a specific callback list. RALPH automatically updates OK to DO overnight for those tickets that need a phone call the next day. See how effective and efficient the Callback System is!

5. Callback Type - Displays the type of calls to be made for rental ticket. to move cursor, key X to select BS = Body Shop, ADJ = Adjustor, SVC = Service, and CUST = Customer.

NOTE: At the origination of an Open Rental Ticket, a callback type or multiple types must be selected. Afterwards, the only update needed is if the callback type changes. For example, "A Body Shop says that the renter's car is finished, but the ticket still needs a final extension date approved." In this case, remove the B/S "X" from the Callback Type, but leave the ADJ "X" because the adjustor call still needs to be made for the extension approval. You will NOT need to change the Callback Type after every update; many will remain as originally selected on the Open Rental Ticket.

6. Extension Date - Do NOT key an Extension Date for this ticket. This date lets RALPH know when to retrieve the ticket from the callback list. If a wrong date is keyed, RALPH can NOT distinguish what the appropriate day should have been. to key initials of the person who approved the new extension date. e.g.: TS = Tony Smith, Adjustor.

7. Last Day - to move cursor. Do NOT key a Last Day. This field is used to key the last day the ticket has been authorized for payment. This is extremely important to assure proper billing. The renter must be notified if a rental has a "Last Day" assigned date, to avoid any future problems. to key initials of the person who approved the "Last Day" billing date. e.g.: TS=Tony Smith, Adjustor.

Press to accept information. Next you will want to call the Adjustor.

NOTE: The function keys will be discussed in detail at the end of this exercise.

This completes the review for Section 1 - Body Shop!


Turn to the next page and continue the Callback Exercise for Section 1 - Adjustor. Take your time and go through each screen carefully. You'll be surprised at how much you have already learned by going through the previous Body Shop review.

Section 1 - Adjustor


On the Callback Menu, key X next to Adjustor for Tickets needing extensions. **ENTER**

ADJUSTOR CALLS				CCCB10-1 6 Print (Y or N) (N)	
1 NEXT INSURANCE CO. _____					
2 (Bill to Name)		3 CUST#	4 (Phone Number)	5 # OF CALLS	
AMX* TESTING CUSTOMER*		AMXTEST	222-222-2222	002	
FIREMAN'S INSURANCE GROUP**		FIR0001	212-212-2121	003	
HANNOVER INSURANCE GROUP**		HAN0101	111-111-1111	001	
+ + + + +					
Cmd1=Exit Cmd7=AAI ROLL=Forward/Back				Cmd24=Jump	

The Adjustor Screen lists all insurance companies alphabetically, including customer numbers, phone numbers and number of calls to be made to that office.

1. Next Insurance Co. (optional) - Key your name. The name keyed appears at top of list. Press **ENTER**. The next list will appear. -OR-
2. Bill to Name - Key X by the Insurance Company Name you will need to call.  to move cursor down the list of names, as needed. Press **ENTER**. The Insurance Company Selection Screen will appear listing customers who need authorizations or extensions on rentals from that particular company.

NOTE: To view the Adjustor Selection Screen, key X by your name and **ENTER**. See example screen on following page.

3. Customer Number - Displays insurance company "Bill-to Customer Number."
4. Phone Number - Displays adjustor phone number.
5. Number of Calls - Displays number of calls to be made to Adjustor(s).
6.  to move cursor to top right of screen. To Print a copy of the Adjustor Callback Screen, key Y=Yes, over default N=No.


Reminder! Use your roll-up and roll-down keys to scroll backward or forward through the Insurance Company listings.

Section 1 - Adjustor Selection Screen


ADJUSTOR CALLS				CB12-1		
NEXT ADJUSTOR		1		9 PRINT (Y OR N) <input checked="" type="radio"/> N		
FIREMAN'S INSURANCE GROUP** 212-212-2121 2		CLAIM# 4	GPBR 5	EXT DATE 6	AUTH BY 7	STATUS SHOP ADJ 8
004 SMITH* TONY* GREGORY* CHARLIE* 3			PPGM	* 000000		DO
008 STOOOTH* BOB* KNIGHT* JEFF* MURPHY* SHARON*		CLAIM 123456 1234567489	PPGM	* 000000		DO DO
* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD Cmd1=Exit Cmd7=AAI Cmd12=Previous ROLL=Forward/Back						

The Adjustor Selection Screen alphabetically lists all adjustors assigned to the Insurance Company (previously selected) with customers in rental cars.

NOTE: The Adjustor Names are listed in alphabetical order and then grouped by their ID number originally keyed on the Open Rental Ticket. That is why it is important to type the correct ID number every time you open a *new* ticket.

- Next Adjustor (optional) - Key next Adjustor Name at which the Callback list should begin (this should be your name). Press **ENTER**. The next list will appear. -OR-
- Adjustor Name/Phone - Displays the selected Insurance Company Name and Phone Number.
- Customer Name - Key X by your name.  to move cursor down the list of names, as needed. Press **ENTER**. The selected Adjustor Detail Screen will appear. See example screen on the following page.
- Claim Number - Displays the Insurance Claim Number.
- GPBR - Displays the Group/Branch that opened the Rental Ticket.
- Extension Date - Allows you to key a new Extension Date.
- Authorized By - Key (4-letter maximum) initials of person authorizing new Extension Date. **ENTER**


NOTE: If you key an X in front of the customer's name and then key an extension date and initials, the Adjustor Callback Detail Screen will appear. You would then need to key an employee # and change the Callback Status. If you do NOT key an X, the Callback Status remains the same.

- Status - Shop & Adjustor - Displays current Shop & Adjustor callback status. To change a status (LM/DO/OK), you must access the detail screen (see page 8-9), remove the "X" next to the current callback status and then "X" the *new* one.
-  to move cursor to top right of screen. To Print a copy of the Adjustor Callback Screen, key Y=Yes, over default N=No.

Section 1 - Adjustor Detail Screen

ADJUSTOR CALLBACK DETAIL - D100096		CB50-1
DATE OUT 06/17/94 8:19AM	CURR EXT 06/18/94	
CUSTOMER MURPHY* SHARON*	HOME PHONE# 333-333-3333	
RATE 15.00 /DAY	OFFICE PHONE# 333-343-3434 EXT 2323	
	OTHER PHONE# 222-222-2222	
BILL-TO Y	BILL-TO CUST# FIR0001	SHOP# ALLEN'S AUTO BODY
BILL-TO NAME FIREMAN'S INSURANCE GROUP	PHONE# 777-777-7777	
PHONE# 212-212-2121 EXT 8896	ATTN BOB BROWN	
ID/ATTENTION 001 SPOOL* LYNN	YEAR MAKE/MODL	
CLAIM/POL/PO# CLAIM 35	LOSS DATE 000000	
MAX AMOUNT	INSURED	
NEW INFO EMP#		
06/17/94 11:41 AM RENTAL EXTENDED UNTIL 06/13/94 BY LS 74024		
06/18/94 9:00 AM PROBLEM GETTING PART IN 75026		
STATUS IM DO X OK	CALLBACK TYPE X B/S X ADJ SVC CUST	
EXTENSION DATE BY		
LAST DAY BY		
F2=Cust List F3=Exit F4=ID List F5=Open Ticket F6=Chgs To Date		
F7=AAI F8=Update Tkt F9=Callback Notes F10=Receipt Depos Roll=Fwd/Back		
F12=Previous F13=Insurance F14=Credit Check F15=Reservation		

The Adjustor Detail Screen is very similar to the Body Shop Detail Screen. Take a few moments to familiarize yourself with the above screen. From this screen you may change ticket information, call-back status, and extension date. Be sure to refer to the Body Shop Detail Screen, page 8-5, for field descriptions.

NOTE: To enter new information received from a current call,  to move cursor, key your employee number in the "EMP#" field highlighted above. Next, key all pertinent information in the message space provided, using the same abbreviations that were used in previous messages. Change the Status of the call from "DO" to "OK." Key 3 days from today as the Extension Date.



This completes the review for Section 1 - Adjustor!
Turn to the next page and continue the Callback Exercise for Section 1 - Customer.

Section 1 - Customer Selection Screen

CUSTOMER CALLS					CB15-1		
NEXT CUSTOMER 1					9 PRINT (Y or N) <input checked="" type="radio"/>		
2	3	4	5	6	7	8	
NAME	TICKET#	CURRENT EXT DATE	LEFT MESSAGE	DIRECT BILL	EST AMT DUE	PAYMENT TYPE	
BENNY* BOB*	* D026356	6/14/94				CHECK	
CRAMER* LOUISE*	D026357	7/02/94				CHECK	
DANIELS* KURT*	D025116	6/23/94	X		2,481.18		
JACKSON* JEFF*	* D025408	6/19/94			987.16		
MURPHEY* BRAD*	* D026003	6/21/94		X			
RAYMOND* KEITH*	D026010	6/30/94			3,49.90	DISC	
SMITH* SUE*	D025000	6/29/94			2,958.05	CHECK	
WHITE* KEN*	D026009	6/25/94		X	697.98	MC	
+							

* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD
 CMD1=Exit CMD7=AAI ROLL=Forward/Back CMD24=Jump

The Customer Callback option lists the renters alphabetically, corresponding ticket number, current extension date, message status, direct bill status, estimated dollar amount due, and payment type.

- Next Customer (optional) - Key your favorite celebrity's name. Press **ENTER**. The next list will appear. -OR-
- Customer Name - Key X by your favorite celebrity's name to be displayed.  to move cursor down the list of names, as needed. Press **ENTER**. The selected Customer Detail Screen will appear. See example screen on the following page.
- Displays Rental Ticket Number. An extension flag (*) indicates ticket has an extension date that is more than 2 days old. Make sure all extension flag calls are made the day they appear!
- Current Ext. Date - Displays current extension date of specific rental ticket.
- Left Message - Displays an "X" if a message was left for the customer.
- Direct Bill - Displays an "X" if the rental is being billed to a third party.
- Estimated Amount Due - Displays current dollar amount owed on the rental. **NOTE:** This does NOT subtract out amounts owed by third parties, but it DOES subtract out deposits.
- Payment Type - Displays type of payment used for the rental. e.g.: Cash, Check, MC, VISA, DISC.
-  to move cursor to top right of screen. To print a copy of the Customer Selection Screen, key Y=Yes, over default N=No.

Reminder! Use roll-up and roll-down keys to scroll backward or forward through Customer listings.

Section 1 - Customer Cash/Check

The Customer option can also provide a list of customers who are paying by cash/check ONLY. To view this list from the customer calls, on the Callback Menu Screen, key X in both the "Customer" field and "Cash/Check Only" field **ENTER** **←** to move cursor down the list of customer names, as needed. Key X to select the customer name to be displayed, press **ENTER** the Customer Detail Screen will appear.

Section 1 - Customer Detail Screen

CUSTOMER CALLBACK DETAIL - D025116		CB50-1
DATE OUT 06/21/94	CURR EXT 06/20/94	
CUSTOMER DANIELS* KURT*	HOME PHONE# 999-888-4444	
RATE 32.99 /DAY	OFFICE PHONE# 999-777-9797 EXT 2222	
	OTHER PHONE# 222-222-2222	
BILL-TO Y	SHOP#	
BILL-TO NAME	PHONE#	
PHONE#	ATTN	
ID/ATTENTION	YEAR	MAKE/MODL
CLAIM/POL/PO#	LOSS DATE 000000	
MAX AMOUNT	INSURED	
NEW INFO EMP#		
06/22/97 2:42 PM CUSTOMER EXTENSION DATE UNTIL 06/23/97 75757		
STATUS LM DO X OK	CALLBACK TYPE	B/S ADJ SVC X CUST
EXTENSION DATE 06/23/97		
F2=Cust List F3=Exit F4=ID List F5=Open Ticket F6=Chgs To Date		
F7=AAI F8=Update Tkt F9=Callback Notes F10=Receipt Depos Roll=Fwd/Back		
F12=Previous F13=Insurance F14=Credft Check F15=Reservation		

Any background information you need to know about the renter is available on this detail screen.

The Customer Detail Screen is very similar to the Body Shop Detail Screen. Again, take a few moments to familiarize yourself with the above screen. From this screen you may change ticket "bill-to" information, callback status, and customer extension date. To refresh your memory, refer to the Body Shop Detail Screen, page 8-5, for similar field descriptions.



NOTE: To enter new information received from a current call, **←** to move cursor, key your employee number in the "EMP#" field highlighted above. Next, key all pertinent information in the message space provided, using the same abbreviations that were used in previous messages. Change the Status of the call from "DO" to "OK." Key a new Customer Extension Date of 3 days from today and take any required deposits.

This completes the review for Section 1 - Customer!
Turn to the next page and continue the Callback Exercise for Section 1 - Service.

Section 1 - Service

SERVICE CALLS				Print (Y or N) <input checked="" type="radio"/> N
1	Next Shop			CCCB20-1
2	Shop Name	3 Shop #	4	5 # of Calls
	BUD'S AMOCO	G12069	314-555-7777	1
	CHAMPION AUTO	G23457	314-555-6666	1
	FEINMAN'S HONDA	129498	314-555-6666	1
	<input checked="" type="radio"/> MONARCH CHEVROLET		314-555-6666	1
	PETER ROSS PONTIAC		314-555-6666	1
	ROGERS & SON BMW		314-555-6666	2
	SERAME MERCURY		314-555-7777	1
	THURMAN FIRESTONE		314-555-6666	1
	WILLIAMS OLDSMOBILE		314-555-6666	1
+				
Cmd1=Exit Cmd7=AAI Roll=Forward/Back				

The Service Screen lists all Service Shops alphabetically, including phone number and number of calls to be made to that shop.


- Next Shop (optional) - Key next Shop Name at which the Callback list should begin. Press **ENTER**. The next list will appear. -OR-
- Shop Name - Key X by any Shop Name to be displayed.  to move cursor down the list of names, as needed. Press **ENTER**. The Service Selection Screen will appear, listing customers who need authorizations or extensions on rentals from that particular shop. See example screen on following page.
- Shop Number - Displays Service Shop Customer Number.
- Shop Phone Number.
- Number of Calls - Displays number of calls to be made to Shop(s).
-  to move cursor to top right of screen. To Print a copy of the Service Callback Screen, key Y=Yes, over default N=No.

Reminder! Use your roll-up and roll-down keys to scroll backward or forward through the Service Shop listings.


Section 1 - Body Shop Selection Screen

SERVICE CALLS				11	CB07-1
				PRINT (Y OR N)	(N)
1 MONARCH CHEVY** 3 987-654-3210 9999999		CALLBACK CURRENT STATUS			
2 ABLE* ALICE*		4 94 FORD TAURUS	5 * D027415	6 0101	7 06/15/94 DO DO
		Notes 10			
DAVIS* TOM*		95 FORD MUSTANG	* D027419	0101	06/17/94 DO DO
		Notes			
JONES* SUE*		90 CHEVY LUMINA	* D027420	0101	06/20/94 DO DO
		Notes			

* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD
 Cmd1=Exit Cmd7=AAI Cmd12=Previous ROLL=Forward/Back

- Displays Service Shop Name/Phone Number and 6-digit Customer Number.
- Customer Name - Key X by your name.  to move cursor down the list of names, as needed. Press **ENTER**. The selected Service Shop Detail Screen will appear. See example screen on the following page.
- Displays Customer Number.
- Displays Year/Make/Model of customer vehicle.
- Displays Rental Ticket Number. An extension flag (*) indicates ticket has an extension date that is more than 2 days old. Definitely make all extension flags a priority!
- Displays Group and Branch Numbers.
- Current Ext. Date - Displays current extension of specific rental ticket.
- Callback Status Shop - Displays shop callback status - LM (Left Message), DO (Make Call), OK (Call Made).
- Callback Status Adjustor - Displays adjustor callback status - LM (Left Message), DO (Make Call), OK (Call Made).
- Notes - Key Service Shop notes. Notes will forward to Service Shop Detail Screen.

NOTE: You must still go into each detail screen and update the callback status (LM/DO/OK) for each customer, even after keying notes.

-  to move cursor to top right of screen. To Print a copy of the Service Shop Selection Screen, key Y=Yes, over default N=No.

Reminder! Use your roll-up and roll-down keys to scroll backward or forward through Shop listings.

Section 1 - All

OPEN TICKETS					CB25-1		
					7 PRINT (Y OR N) (N)		
1 NEXT CUSTOMER							
2	3	4	5 CALLBACK TYPE			6	
	TICKET#	CURRENT EXT DATE	B/S	ADJ	SVC	CST	CUSTOMER EXT DATE
AKLSJDFKASJ* LASDF;L	D999089		-	-	-	-	
BAUCKE* CLAUDIA*	D999096	* 11/09/97	-	-	-	-	
BAUCKE* SVEN*	R111062	* 11/01/97	-	-	-	-	
BENOIT* TRICIA*	D999019		-	-	-	-	* 1/28/97
BOMBAY* BILL*	D999028		-	-	-	-	* 3/10/97
BOND* JAMES*	D999080	* 9/10/97	-	-	-	-	
BOOP* BETTY*	D999022		-	-	-	-	* 2/20/97

LEFT A MESSAGE
* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD

Cmd1=Exit Cmd7=AA1 ROLL=Forward/Back

The "All" Callback option provides a list of *all* Open Tickets, in alphabetical order, that need extensions.

1. Next Customer - Key next Customer Name at which the Callback list should begin. Press **ENTER**. The list will appear. -OR-
2. Customer Name - Displays name of rental customer.
3. Ticket - Displays ticket Number. An extension flag (*) indicates ticket has an extension date that is more than 2 days old. Definitely make all extension flags a priority!
4. Current Ext. Date - Displays current extension date of specific rental ticket.
5. Callback Type - Key X to select Callback Detail Record to display: B/S (Body Shop), ADJ (Adjustor), SVC (Service), and CST (Customer). A "#" by a Callback Type indicates a message has been left at that Callback Source (Body Shop, Adjustor, etc.). Press **ENTER**. The selected Callback Detail Screen will appear.
6. Customer Ext Date - Displays customer extension date of specific rental ticket.
7. **←** to move cursor to top right of screen. To print a copy of the Service Selection Screen, key Y=Yes, over default N=No.

Reminder! Use your roll-up and roll-down keys scroll backward or forward through the Open Ticket listings.

Continue to the next page and learn how to select the "By Name" Callback option.

Section 1 - By Name

Key X on the line before the "By Name" field on the Callback Menu Screen. Next, key a specific Customer Name to be displayed, on the line following the "By Name" field. For this example: "HILLMAN* TIM*" was keyed. Press **ENTER**. The Open Ticket list will appear in alphabetical order, starting with the requested customer name. See example screen below.

OPEN TICKETS										CB25-1
NEXT CUSTOMER										PRINT (Y OR N) N
		TICKET#	CURRENT EXT DATE	CALLBACK TYPE B/S ADJ SVC CST				CUSTOMER EXT DATE		
AKLSJDEKASJ*	LASDF;L	D999089								
BAUCKE*	CLAUDIA*	D999096	* 11/09/97							
BAUCKE*	SVEN*	R111062	* 11/01/97							
BENOIT*	TRICIA*	D999019						* 1/28/97		
BOMBAY*	BILL*	D999028						* 3/10/97		
BOND*	JAMES*	D999080	* 9/10/97							
BOOP*	BETTY*	D999022						* 2/20/97		

LEFT A MESSAGE
* INDICATES TICKET WITH EXTENSION DATE GREATER THAN 2 DAYS OLD

Cmd1=Exit Cmd7=AAI ROLL=Forward/Back

The "By Name" Callback Screen is very similar to the "All" Callback Screen. This screen lists all Open Tickets for your branch, regardless of the extension date. The above screen does not have the Print option. Take a few moments to review this screen and, if necessary, refer to the previous page, 8-15, to look up the "All" Callback Screen field descriptions for clarification.

Reminder! Use your roll-up and roll-down keys to scroll backward or forward through the Open Ticket listings.

Congratulations!


You have completed the entire Section 1 - Tickets Needing Extensions - on the Callback Menu. You now know how to review Open Tickets by: Body Shop, Adjustor, Customer, Service, All, and By Name!

Turn the page to continue the Callback Exercise for Section 2 - Branch Reservations - on the Callback Menu.

Section 2 - Callbacks Incomplete Reservations

RESERVATIONS INCOMPLETE FOR GPBR PPGM						CCRS11-B
8 Print (Y or N) <input checked="" type="radio"/> N						
1 Next Customer						
2 Customer Name	3 Date	4 Pickup Time	5 Stat	6 Car Type	7 Rent Type	
ASHEY* JOAN J*	6/15/94	2:00 PM	DEL	MINI	I	
EARP* WAYNE*	5/16/94	8:00 AM	W/IN	INTM	D	
EASTWOOD* BILL*	5/10/94	4:00 PM				
GARCIA* MARIA*	6/19/94	2:00 PM	W/IN			
GORDAN* JILL*	5/01/94	1:00 PM				
GRAND* TIM*	6/20/94	10:00 AM	DEL	MINI	D	
HUME* BILL*	7/02/94	1:00 PM	W/IN	STD	B	
KING* MARGE*	5/18/94	5:00 PM	P/U	MINI	D	
LEE* DAVID*	7/13/94	3:30 PM	W/IN			
MONROE* JOE*	6/25/94	8:00 AM	CWC	SPEC	I	
NOWARK* BOB*	5/02/94	2:30 PM	P/U	FULL	R	
Cmd1=Exit Cmd3=Main Menu Cmd7=AAI Cmd12=Previous Scrn Roll=Fwd/Back						

The Callback-Incomplete Reservations Screen alphabetically lists all reservations marked as incomplete when the reservation was originally opened. Reservations are selected from this list to make contact with the customer and complete the reservation, as needed.

1. Next Customer - Key next Customer Name at which the Callback list should begin. Press **ENTER**. The list will appear.
2. Customer Name - Displays name of rental customer.
3. Date - Displays pickup date of rental vehicle.
4. Pickup Time - Displays pickup time of rental vehicle.
5. Status - Displays rental status - W/IN (Walk In), DEL (Delivery), P/U (Pickup), CWC (Customer Will Call).
6. Car Type - Displays rental vehicle size.
7. Rental Type - Displays rental category - I (Insurance), B (Body Shop), D (Dealership), R (Regular), C (Corporate), O (Other).
8.  to move cursor to top right of screen. To print a copy of the Incomplete Reservations Screen, key Y=Yes, over default N=No.

Reminder! Use your roll-up and roll-down keys to scroll backward or forward through the Incomplete Reservation listings.

Turn to the next page and learn about the Callback - No Show Reservations!

Section 2 - No Show Reservations by Date or by Name

NO SHOW RESERVATIONS FOR GPBR PPGM					CCRS12-B		
					9 Print (Y or N) (N)		
1 Next Date					6 Car Type	7 Status	8 Rental Type
2 Sel	3 Date	4 Time	5 Customer Name				
	6/10/97	2:00 PM	GUTHRIDGE* PAUL*		FCAR		
	6/20/97	10:00 AM	FRANKEN* SUE*		MVAR	P/U	I
	6/25/97	8:30 AM	HARRISON* KATHY*		LCAR		+
VEHICLE NEEDED; CLEANUP DONE							

F3=Main Menu F7=AAI F12=Previous Roll=Forward/Back

The No Show Reservations Screen alphabetically lists all reservations opened with pickup dates which have passed. This screen may also be accessed for No Show Reservations By Name. See the screen section below for an example.

NO-SHOW RESERVATIONS FOR GPBR PPGM					CCRS13-B3a		
					Print (Y or N) N		
1 Next Name					Car Type	Status	Rntl Type
2 Sel	Customer Name	Date	Time				
	COOK* ANITA*	12/02/96	1200 PM		W/IN		I

- Next Date - Key next date at which the Callback list should begin. Press **ENTER**. The list will appear. **OR**
Next Name - Key next name at which the Callback list should begin. Press **ENTER**. The list will appear.
- Select - Key X next to the reservation to display. Press **ENTER**. The selected Reservation Screen will appear.
- Date - Displays pickup date of rental vehicle.
- Time - Displays pickup time of rental vehicle.
- Customer Name - Displays name of rental customer.
- Car Type - Displays rental vehicle type (see page 1-5, Car Code Types).
- Status - Displays rental status - W/IN (Walk In), DEL (Delivery), P/U (Pickup), CWC (Customer Will Call).
- Rental Type - Displays rental category - I (Insurance), B (Body Shop), D (Dealership), R (Regular), C (Corporate), O (Other).
- ←** to move cursor to top right of screen. To print a copy of the No Show Reservations Screen, key Y=Yes, over default N=No.

If zero No Show Reservations exist, an error message advises, "There are zero No Show Reservations for this group/branch," at the bottom of the above screen.

Reminder! Use your roll-up and roll-down keys to scroll backward or forward through the No Show Reservation listings.

FUNCTION KEYS FOR OPTION 12 - CALLBACKS

Listed on the bottom portion of each screen are several Function (F) keys. Each one performs a function that may be used while creating or viewing Callbacks.

<u>F2 = Cust List</u>	Displays a list of customer names and numbers that are to be used for billing purposes.
<u>F3 = Exit or Main Menu</u>	Allows you to exit the program or return to the Main Menu Screen.
<u>F4 = ID List</u>	Displays a list of ID numbers for individual adjusters, agents, etc. for each customer number.
<u>F5 = Open Ticket</u>	Displays the Open Rental Ticket for any rental background information.
<u>F6 = Chgs To Date</u>	Displays the total number of rental days, total dollar amount, less deposits, and balance owed.
<u>F7 = AAI</u>	Allows access to the Inquiry Programs.
<u>F8 = Update Tkt</u>	Allows you to update Open Rental Ticket information such as claim numbers, shop name, etc., as needed.
<u>F9 = Callback Notes</u>	Allows you to key additional information.
<u>F10 = Receipt Depos</u>	Allows you to update payments on Open Rental contracts.
<u>F12 = Previous</u>	Return to previous screen.
<u>F13 = Insurance</u>	Allows you to key renter insurance information.
<u>F14 = Credit Check</u>	Allows you to key credit check information.
<u>F15 = Reservation</u>	Allows you to continue to the next reservation.

Congratulations!

You have successfully completed the entire Callback Exercise. Now, you are ready to update live Open Rental Tickets at your Office!

EXERCISE 9 CLOSING A TICKET

This exercise will guide you through Option 5 - Closing a Ticket. Close the ticket from Exercise 2 - Open a Ticket, Calendar Day.

Key Option # 5 and the Daily Rental Ticket Number on the ECARS Training Menu. **ENTER** The following screen will appear.

Screen 1

1 CLOSING TICKET# 999010 For Renter SMITH* ROBERT* Charges End On Date 062494 Time 1102 AM	
2 Mileage Unit P00326 Start _____ End _____ Unit _____ Start _____ End _____ Unit _____ Start _____ End _____ Unit _____ Start _____ End _____ Fuel Charges @ 5.00 Per RENTAL Amount To Be Charged .00 Last Unit Returned Here _____ Or To _____ Drop Charge .00 Misc. Charges/Refundable Expenses _____ (X if applicable) SURCHG 2.05 /DAY	
3 Bill To (Y/N) N Cust# _____ Name _____ Address _____ City _____ ST _____ Zip _____ Curr Ext 06/24/94 per LNC ID/Attn _____	
4 Billing Dates (If Diff) From Date 000000 Time 0000 _____ Max. Amt. To Date 000000 Time 0000 _____	
5 Portion To Be Billed (Select One) 1. Total Charges Less _____ DW _____ PAI _____ Fuel _____ Tax/Schg _____ Mileage _____ Drop _____ Misc _____ Airport Access _____ 2. \$.00 Per Day Plus Tax/Schg (Not To Exceed \$.00 Per Day) 3. \$ _____ Per Day-No Tax/Schg (Not To Exceed \$.00 Total) 4. Other Amount \$.00 Description _____ Cmd2=Cst Lst Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=ClosePending	

There are 5 basic sections to Screen 1.

- 1. Closing Ticket#:** This section displays the DR Ticket Number, Renter Name and the Date and Time the charges end. The current date and time are provided by the computer, but can be changed by keying over date shown.
- 2. Mileage:** This section requires the Starting and Ending mileage for each unit, along with Fuel Charge, Misc. Charges, etc.
- 3. Bill To:** This section allows you to key or delete billing information as necessary. Also displays Current Extension Date from callbacks.
- 4. Billing Dates (If different):** This section allows you to key billing dates if they are different from the actual dates of the contract.

5. Portion To Be Billed (Select One): This section allows you to select a specific billing option as necessary.

Option 2: Should be chosen for Calendar Day Billings only. The billing party is paying a specific per day charge plus the tax or surcharge, but not to exceed a specific dollar amount per day. Example: \$15.00 per day plus tax/surcharge, not to exceed \$17.50 per day.

Option 4: Should only be chosen when none of the other options are applicable. Key the specific total to be charged to the billing party, along with a description of the charge.

- | | |
|-------|---|
| CMD 2 | Customer List. |
| CMD 4 | ID List. |
| CMD 6 | Callback Detail (provides all callback information previously entered, and allows for new information to be keyed). |
| CMD 7 | A-J. Access Inquiry programs. |

Close Pending (allows the closing of the ticket to be "suspended" until all information is finalized. Also, you can "unpend" a suspended ticket, as needed. This option may appear for any ticket type: Calendar Day, 24 hour, or Special).

NOTE: An example of the Close Pending Option is demonstrated for the 24 hour ticket type (page 9-8).

Section 1 - Closing Ticket

CLOSING TICKET# 999010 ¹ For Renter SMITH* ROBERT*
2 Charges End On Date 062494 Time 1102 AM

1. Verify the Ticket # and Renter Name.
2. The length of this rental is determined by the current extension date. If necessary, adjust the date by keying directly over the information displayed.

NOTE: If ticket is close pended, this date may not be changed. You will need to unpend the ticket in order to change the date.

Section 2 - Mileage

Mileage ¹
Unit P00326 Start 2500 End 2599 Unit Start End
Unit Start End Unit Start End
²
Fuel Charges @ 7.00 Per RENTAL Amount To Be Charged 00
Last Unit Returned Here Or To ³ Drop Charge 5.00
Misc Charges/Refundable Expenses (X if applicable) SURCHG .00 /DAY

1. Key the Starting and Ending Mileage for each unit.
2. Key the Fuel Charge as designated by your Group. Each Group will have a standard fuel charge.
3. This vehicle has been "dropped" at another Group Branch. Key in the Group/Branch Number.

NOTE: You may see an error message requesting the mileage be confirmed. Because this is a training program, you may key an "X" in the selection field for mileage confirmation without updating any files. For everyday branch use - you must verify the mileage you keyed is correct before confirming that mileage.

Section 3 - Bill To

Bill To (Y/N) Y Cust# 999999 Name YOUR NAME**
Address 555 SOMEWHERE LANE
City Anytown ST MO Zip 12345
ID/Attn 999 CHARLIE BROWN
Curr Ext 06/24/94 per LNC

Verify the billing information. This information may be updated/changed/deleted if necessary.

Section 4 - Billing Dates (If Different)

Billing Dates (If Diff)	1	From Date 000000 Time 0000
Max. Amt. 17 PER DAY 30 DAY MAX	2	To Date 000000 Time 0000

1. The Billing Dates and Contract Dates will be the same.
2. Verify the Maximum Amount being paid by the third party.

Section 5 - Portion to be Billed

Portion To Be Billed (Select One)			
1. Total Charges Less	DW	PAI	Fuel Tax/Schg Mileage Drop
Misc			Airport Access
2. \$	Per Day Plus Tax/Schg	(Not To Exceed \$.00 Per Day)
X 3. \$ 17.00	Per Day-No Tax/Schg	(Not To Exceed \$.00 Total)
4. Other Amount \$.00	Description	

Cmd2=Cst Lst
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=Close Pending

Key an "X" in the selection field next to Billing Option #3. The third party will pay \$17.00 per day, so key 17 in the selection field designating the Amount Per Day- No Tax or Surchg. This tells RALPH to bill the third party for \$17.00 Per Day only - and any Other Amount due will be from the customer.

ENTER to accept information and advance to Screen 2.

Screen 2

ACCEPT (A) or RECOMPUTE (R) _ 1										Cmd1=Exit Cmd7=AAI	
2	3	4	5	6	7	8	9	10			
	Miles	Hours	Days	Weeks	Months	Waiver	PAI	Special			
062094											
0315 PM	#		3			3	3				
062394	@		16.99			7.00	1.00				
1120 AM	\$		50.97			21.00	1.00				
000000											
0000	#										
000000	@										
	\$										
000000											
0000	#										
000000	@										
	\$										
000000											
0000	#										
000000	@										
	\$										
TOTALS		.00	.00	50.97	.00	.00	21.00	3.00	.00		
11		Surcharge 5.850		Gas 12	7.00	Disc @ 14	0 %	16		TOTAL 89.95	
		Surcharge 2.98		Drop 13	5.00	Misc 15	.00	Cmd3=Restart			

Screen 2 breaks down all charges and displays the grand total. Use this screen to write down all charges on the rental ticket when the customer returns the vehicle.

1. Accept or Recompute (when adjustments are needed).
2. Four rate sections. Displays beginning and ending date/time of each rate change.
3. Number of Miles, rate per mile, total amount of overmileage.
4. Number of Hours, rate per hour, total hourly charges.
5. Number of Days, rate per day, total daily charges.
6. Number of Weeks, rate per week, total weekly charges.
7. Number of Months, rate per month, total monthly charges.
8. Number of Days, rate per day, total DW charges.
9. Number of Days, rate per day, total PAI charges.
10. Number of Days, rate, total Special rate.
11. Sales Tax rate and total.
12. Fuel Charge.
13. Drop Charge.
14. Discount percentage and total.
15. Miscellaneous Charges.
16. Grand Total.

Key "A" **ENTER** to accept the charges and advance to Screen 3.

CMD 1	Exit to Enter Request Prompt.
CMD 3	Restart.
CMD 7	AAI. Access Inquiry Programs.

Screen 3

1
CLOSING TICKET # 999010 For Renter SMITH* ROBERT*

Total Charges	89.95	
Less Deposits	100.00	1 # Of Deposits
Less Amount Billed To	89.95	
Balance Due	10.05	REFUND

2
Settlement Of Balance Due

Paid	.00	By Cash
	.00	By Check
	.00	By Credit Card
Bill	.00	To Cust# _____ A/R Description _____
Bill	.00	To Cust# _____ A/R Description _____
Bill	.00	Name _____ (Last*First*) TTL _____
		Attn _____
		Street _____
		City _____ ST _____ Zip _____
		Home Phone 000 000 0000 Office Phone 000 000 0000
		A/R Description _____
Charge	.00	To Account _____ Unit # _____ Desc _____
Charge	.00	To Account _____ Unit # _____ Desc _____
Refund	.00	By Cash _____ Or Check _____
Emp#		_____

Cmd1=Exit Cmd2=Cust List Cmd5=Internal Accts Cmd8=Deposits Cmd10=CC Apprvl
Cmd3=Restart Cmd4=ID List Cmd6=Callbk Detail Cmd9=ClosePnd Cmd11=CK Apprvl

Screen 3 is broken down into 2 major sections.

1. **Closing Ticket #:** This section displays the Total Charges, the Number and Total Amount of all Deposits received, Amount to be Billed to a third party and the Balance Due.
2. **Settlement of Balance Due:** This section requires the Payment, Billing Amount, Charge or Refund to be keyed along with the form of payment (Cash, Check, Credit Card, Bill to Customer #, Charge to Account).

CMD 2 Customer List.

CMD 3 Restart.

CMD 4 ID List.

CMD 5 Internal Accts List- displays all account numbers available for use.

CMD 6 Callback Detail, provides all callback information previously entered and allows for new information to be keyed.

CMD 8 Deposits, displays detailed record of all deposits received.

CMD 9 Close Pending.

CMD 10 CC (Credit Card) Approval.

CMD 11 CK (Check) Approval.

CLOSING TICKET # 999011 For Renter SMITH* ROBERT*
 Total Charges 89.95
 Less Deposits .00 0 # Of Deposits
 Less Amount Billed To 89.95 Your Name**
 Balance Due 10.05 Refund

Settlement Of Balance Due

Paid < .00 By Cash
 .00 By Check
 .00 By Credit Card
 Bill .00 To Cust# A/R Description
 Bill .00 To Cust# A/R Description
 Bill .00 Name (Last*First*) TTL
 Attn
 Street
 City ST Zip
 Home Phone 000 000 0000 Office Phone 000 000 0000
 A/R Description
 Charge .00 To Account Unit # Desc
 Charge .00 To Account Unit # Desc
 Refund 10.05 By Cash X Or Check
 Emp# 01053

Cmd1=Exit Cmd2=Cust List Cmd5=Internal Accts Cmd8=Deposits Cmd10=CC Apprvl
 Cmd3=Restart Cmd4=ID List Cmd6=Callbk Detail Cmd9=ClosePnd Cmd11=CK Apprvl

The total charges for this rental ticket are shown. There is also an amount that is to be billed to a third party - Your Name. An amount due may or may not be shown.

If there is an amount due, key the amount in the field before "By Cash." Key your 5-digit Employee Number.

If there is a refund due, key the refund amount next to "Refund" and X cash. Key your 5-digit Employee Number.

ENTER to accept the information and close the ticket. RALPH will receipt the cash you accepted from the customer and bill the third party, Your Name, for their amount.

Now, close the ticket from Exercise 3 - *Open a Ticket, 24 hour*.

On the ECARS Training Menu Screen, key Option 5 and the Ticket Number **ENTER** Screen 1 will appear.

Section 1 - Closing Ticket

CLOSING TICKET# 060994 For Renter SMITH* ROBERT*							
Charges End On Date 061094 Time 0950 AM							
Mileage							
Unit P00227	Start	0	End	150	Unit	Start	End
Unit	Start		End		Unit	Start	End
Fuel Charges @ 7.00 Per RENTAL					Amount To Be Charged .00		
Last Unit Returned Here X Or To					Drop Charge .00		
Misc Charges/Refundable Expenses (X if applicable)							
Bill To (Y/N) N		Cust#		Name			
				Address			
				City		ST	Zip
Curr Est 091194 per				ID/Attn			
Billing Dates (If Diff)				From Date 000000 Time 0000 00			
Max. Amt.				To Date 000000 Time 0000 00			
Portion To Be Billed (Select One)							
1. Total Charges Less DW PAI Fuel Tax/Schg Mileage Drop							
Misc Airport Access							
2. \$.00 Per Day Plus Tax/Schg (Not To Exceed \$.00 Per Day)							
3. \$.00 Per Day-No Tax/Schg (Not To Exceed \$.00 Total)							
4. Other Amount \$.00 Description							
Cmd2=Cst Lst							
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=Close Pending							

1. Key Start and Ending mileage for each unit.
2. Key an "X" in the selection field designating the unit returned to the renting branch.

NOTE: To "Close Pend" a ticket the Date/Time, Mileage, and Last Location are the only pieces of information that are required.

Press **CMD 9** to "Close Pend" the 24-hour ticket. The following Pop-Up Window will appear on the above screen.

CLOSE PENDING	
Comment	Emp#
Do you want to calculate Charges/Receipt Deposits before pending? N	
Cmd1=Exit Cmd12=Previous	

On the comment line, key "waiting for final payment" as the reason for Close Pending the ticket.

TAB RIGHT key your Employee Number in the Emp# field.

If you want to calculate Charges/Receipt deposits before pending the ticket, key Y-Yes (all daily charges on Screen #2 will appear). For this exercise, key N-No.

Press **ENTER** to accept Close Pending information and return to the ECARS Training Menu Screen.

Now, let's "unpend" the same 24 hour ticket previously pended.

On the ECARS Training Menu Screen, key Option 5 and the Ticket Number **ENTER**.
Again, Screen 1 will appear.

Section 1 - Closing Ticket

CLOSING TICKET# 060994 For Renter **SMITH* ROBERT***
Charges End On Date 061094 Time 0950 AM

Mileage
Unit PP0027 Start 0 End 150 Unit Start End
Unit Start End Unit Start End

Fuel Charges @ 7.00 Per RENTAL Amount To Be Charged .00
Last Unit Returned Here X Or To Drop Charge .00
Misc Charges/Refundable Expenses (X if applicable)

Bill To (Y/N) N Cust# Name
Address
City St Zip

Curr Ext 091194 per ID/Attn
Billing Dates (If Diff) From Date 082294 Time 0937 AM
Max. Amt. To Date 091194 Time 0950 AM

UN-PEND TICKET
Press Enter to confirm that you wish to Un-Pend this Daily Rental Ticket.
Emp#
Cmd1=Exit Cmd12=Previous

Cmd2=Cst Lst
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt **Cmd9=Un-Pend**

Press **CMD 9** to "Unpend" the ticket.

Key your Employee Number in the Emp# field. Press **ENTER** to confirm that you wish to unpend the ticket. The ECARS Training Menu Screen will return.

Turn to the following page to close the 24 hour ticket as normal.

Follow these steps to permanently close the ticket from *Exercise 3 - Open, 24 hour*.

On the ECARS Training Menu Screen, key Option 5 and the Ticket Number **ENTER**.
Screen 1 will appear.

Section 1 - Closing Ticket

CLOSING TICKET# 999011 ¹ For Renter **SMITH* ROBERT***
² Charges End On Date 062594 Time 0939 AM

1. Verify the Ticket # and Renter Name.
2. Adjust the Date, if necessary, by keying directly over the information displayed.

Section 2 - Mileage

Mileage ¹
Unit ZPPAQJ Start 2498 End 2512 Unit ZPPALY Start 13472 End 13550
Unit Start End Unit Start End
Fuel Charges ² 8 7.00 Per RENTAL Amount To Be Charged 7.00
Last Unit Returned Here X Or To ³ Drop Charge .00
Misc Charges/Refundable Expenses (X if applicable) SURCHG /DAY

1. Key the Starting and Ending Mileage for each unit.
2. Key the Fuel Charge as designated by your Group.
3. Key an "X" in the selection field designating the unit returned to the renting branch.

Section 3, 4 and 5 do NOT require any information - there is no third party billing on this ticket.

ENTER to accept information and advance to Screen 2.

NOTE: You may see an error message requesting the mileage be confirmed. Because this is a training program, you may key an "X" in the selection field for mileage confirmation without updating any files. For everyday branch use - you must verify the mileage you keyed is correct before confirming that mileage.

Screen 2.

ACCEPT (A) or RECOMPUTE (R)	Miles	Hours	Days	Weeks	Months	Waiver	PAI	Special
062394			2			2		2
0842 AM #								
062494 @	Rate 1		24.95			9.00		1.00
0800 AM \$			49.90			18.00		2.00
062494								
0800 AM #			1			1		1
062594 @	Rate 2		32.99			9.00		1.00
1004 AM \$			32.99			9.00		1.00
000000								
0000 #								
000000 @								
\$								
000000								
0000 #								
000000 @								
\$								
TOTALS	.00	.00	82.89	.00	.00	27.00	3.00	.00
Surcharge	5.850	Gas	7.00	Disc @	0			
Surcharge	4.85	Drop	.00	Misc	.00			
TOTAL 121.74								
Cmd3=Restart								

Screen 2 breaks down each rate charged on the ticket.

Key an "A" to accept the charges. Write down the charges on the rental ticket if available.

ENTER to advance to Screen 3.

CMD 1 Exit to Main Menu.

CMD 3. Restart.

CMD 7 **AAI. Access Inquiry Programs.**

Screen 3. Reference page 9-6 for full screen example.

Section 1 - Closing Ticket Number

CLOSING TICKET # 999008 For Renter SMITH* ROBERT*
 Total Charges 121.74
 Less Deposits 200.00 1 # Of Deposits
 Less Amount Billed To
 Balance Due 78.26 REFUND

The total charges are shown. This contract has a \$200.00 credit card deposit. Normally you would refund by credit card. Just for this example, refund the customer by check!

Section 2 - Settlement of Balance Due

Settlement Of Balance Due
 Paid .00 By Cash
 .00 By Check
 .00 By Credit Card
 Bill .00 To Cust# A/R Description
 Bill .00 To Cust# A/R Description
 Bill .00 Name (Last*First*) TTL
 Attn
 Street
 City ST Zip
 Home Phone 000 000 0000 Office Phone 000 000 0000
 A/R Description
 Charge .00 To Account Unit # Desc
 Charge .00 To Account Unit # Desc
 Refund 1 78.26 By Cash Or Check X 2
 Emp# 01050 3

1. In the Refund field - key the amount to be refunded to the customer.
2. Key an "X" in the Check selection field.
3. Key your Employee Number.

ENTER The following Check Refund Request screen will appear (see page 9-13).

Check Refund Request

CHECK REFUND REQUEST

RENTER: SMITH* ROBERT*
123 MAIN STREET
ANYTOWN MO 63124

Amount: 78.26

Pay To:

Cust # 999999
1 Name SMITH* ROBERT*
Address 123 MAIN STREET
ANYTOWN MO 63124 0000

2 Reason overpayment - \$200.00 deposit.

3 Special Instructions
Hold Check - Customer will pick up.

Cmd1=Exit Cmd7=AAI

The name and address of the renter will be displayed along with the amount of the refund.

1. If the check should be made payable to another party, key the information in the Pay To section.
2. Key the Reason for the refund (overpaid, etc.).
3. Key any Special Instructions (customer will pick up check, etc.).

ENTER to accept the information and close the ticket.

CMD 1 Exit to Closing Ticket Screen 3.

CMD 7 AAI. Access Inquiry Programs.

Close the ticket from Exercise 4 - *Open a Ticket, Specials*. Use the following information. If you have any questions about a field, look back through the previous pages.

3 day rental
Unit returning to the renting branch
Customer paying by check

Congratulations!

You have now successfully closed all three rental tickets you created.

EXERCISE 10

CASH MANAGEMENT

The Cash Management Option - Option 15 on the ECARS Training Menu - provides important information regarding Credit Card and Check approval procedures. It also includes a cash summary option that will allow you to balance the summary created while you opened and closed rental tickets in the previous exercises.

On the ECARS Training Menu, key Option 15 **ENTER**. The following screen will appear.

CCRT15-01

CASH MANAGEMENT

1. Credit Card Approval
2. Check Approval
3. Cash Summary

Option

Cmd1=Exit Cmd7=AAI Cmd12=Previous

Key **Option 1** - Credit Card Approval **ENTER**. Carefully read the two screens displaying credit card approval "Things to Know".

Do the same for **Option 2** - Check Approval. Become familiar with the **CMD 10** = CC Approval and **CMD 11** = CK Approval windows, then move on to **Option 3** - Cash Summary.

CMD 1 Exit to Main Menu.

CMD 7 AAI: Access Inquiry Programs.

CMD 12 Previous Screen.

OPTION 3 - CASH SUMMARY

Key Option 3 for Cash Summary **ENTER**. The "Things to Know" screen will appear. Read it carefully, then press **ENTER** to advance to the Cash Summary Screen.

```
***** CASH & CHECK SUMMARY ***** 1
Employee # _____

1. Cash/Check Review
2. Make Adjustment Line 0000
3. Cash/Check Deposit  Total Cash in Box          .00
                        Assigned Cash Box Amount    .00
                        Chits to be Reimbursed       .00
                        Chits to Remain in Box       .00
                        Total Checks to Deposit      .00

***** CREDIT CARD SUMMARY ***** 2
Customer # _____

1. Credit Card Review

Cmd1=Exit Cmd6.= Petty Cash Cmd7=AAI Help
```

The screen is broken down into 2 major sections.

1. Cash and Check Summary: This section allows you to select for review the cash and check entries made, make line adjustments and balance the summary and cash box.
2. Credit Card Summary: This section allows you to select for review the Credit Card transactions that have been made. RALPH generates the credit card deposits automatically each night. This section is NOT used for this exercise.

- | | |
|--------------|-------------------------------|
| CMD 1 | Exit to previous screen. |
| CMD 6 | Displays Petty Cash Screen. |
| CMD 7 | AAI. Access Inquiry Programs. |
| HELP | Provides On Screen Help Text. |

CASH & CHECK SUMMARY - Selection 3, CASH/CHECK DEPOSIT

Employee # 01053
1

***** CASH & CHECK SUMMARY *****

1. Cash/Check Review

2. Make Adjustment Line

☒ 3. Cash/Check Deposit

Total Cash in Box	233.99	3	
Assigned Cash Box Amount	100.00	4	
Chits to be Reimbursed		5	
Chits to Remain in Box		6	
Total Checks to Deposit	50.00	7	

***** CREDIT CARD SUMMARY *****

1. Credit Card Review

Customer #

Cmd1=Exit Cmd 6=Petty Cash Cmd7=AAI Help

1. Key your Employee Number.
2. Key an "X" in the Cash/Check Deposit selection field.
3. Key Total Cash Box amount. This is the total amount of cash in your box, including the assigned cash box amount. Assigned cash box amounts vary from Group to Group. For this exercise, use the "Cash" total from the Cash/Check Review plus \$100.00.
4. Key Assigned Cash Box amount - \$100.00.
5. Chits to Reimburse. There are no chits for this exercise.
6. Chits to Remain in the Cash Box. There are no chits for this exercise.
7. Key the Total Checks to be Deposited. For this exercise, use the "Checks" total from the Cash/Check Review.

ENTER The screen will display a message verifying the cash and checks balanced and a copy of the Cash Summary will print from the Plainpaper Printer.

Cash Balanced
Checks Balanced

There are several other messages that may be displayed when balancing the cash summary. For a full display of error messages, press the **HELP** key.

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